

# Work Order Request Form

*Note: all info is mandatory unless marked "if applicable"*

Name:	
Personal or Business Data:	
Company Name( if applicable):	
Address:	
Telephone Number/ Mobile:	
E-Mail:	

## ***Technical questions***

What type of media are you sending in:	
What Operating System?	
What are the symptoms?	
What happened prior to failure data loss?	
Is the media part of a RAID array? (If applicable)	
If so, what configuration?	
Hardware or Software RAID?	
What configuration? RAID 0-5	

## Payment Information

Once approval to proceed has been received from you, we will then proceed with the recovery. We will charge you the recovery fee once this is completed and all available data has been recovered.

Payment Card Type	Card Number	Issue Number	Valid From	Valid To	Security Number
Visa [ ]					
MasterCard [ ]					
Switch/Delta [ ]					

### 3. APPROVAL AUTHORISATION:

By signing below, you authorize MVI DATA LTD to proceed with the recovery. You also agree to be bound by the terms and conditions, which are available below or can be viewed on the website.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Terms and Conditions

### 1. AUTHORIZATION

The client authorizes MediaVision, its employees, and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities.

### 2. LEGAL RIGHTS

The client is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein sent to MediaVision. Any property left with MediaVision unclaimed for 90 days, will be disposed.

### 3. LIMITED LIABILITY

MediaVision shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service. MediaVision is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.

### 4. CONFIDENTIALITY

MediaVision and its officers and employees agree to absolute Non - Disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.

### 5. PAYMENT

Payment is due in full upon completion of successful recovery, prior to release of data (whether shipped, picked up or downloaded), unless by special previous arrangement. If we recover the data you are looking for you must pay the price quoted for the recovery. Please note that VAT is not included in the recovery price quoted.

We accept VISA, MasterCard, Solo and Switch.

### 6. MEDIA WARRANTY:

MediaVision gives warranty on all return media found to be Dead on Arrival (DOA) within 14 days of shipment. Any additional warranty claims must be presented to the original manufacturer. MediaVision keeps all recovered data for 14 days to insure against DOA instances.

### 7. SHIPPING:

All shipping charges are the responsibility of the customer regardless if the data is recovered or not.

## SHIPPING INSTRUCTIONS

It is extremely important that you follow the attached instructions to ensure there is no damage to your media during transit. Your data is currently lost or damaged; adhering to the following will limit further potential damage.

1. Wrap the storage device/media in an anti-static bag if available.
2. Surround the equipment/media with foam, bubble wrap, free flow or equivalent.
3. Ensure that your equipment/media is sent via a recorded source, (courier or registered mail), to warrant that it will not 'get lost' during delivery.
4. Send your equipment/media to the address below:

MVI Data Recovery

Unit 1, 7-9 Burnham Studios  
Burnham Street  
Kingston upon Thames  
KT2 6QR