Ontrack® Data Recovery

Free Inbound Shipping

Kroll Ontrack is pleased to offer our customers in Canada free next-day shipping to our Toronto Ontrack® Data Recovery facility via Purolator® Courier.

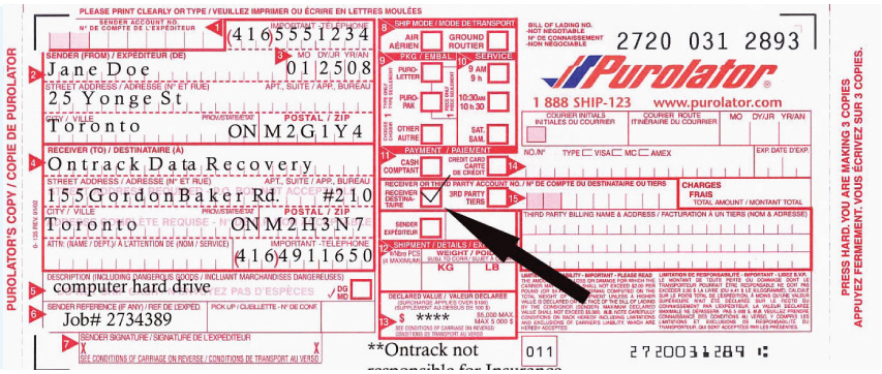
Purolator offers over 1,000 combined locations across Canada to accept your package for delivery. To ensure fast, accurate processing of your shipment, please follow these instructions.

1. Complete and sign the Service Request Form that you received from your Ontrack Data Recovery representative. This document must be included inside the box.
2. Bring the completed Service Request form and your packaged hard drive or other storage media to any Purolator shipping agent, service centre or drop box location for overnight shipping to Ontrack Data Recovery. For next-day delivery, drop off these items before 4:00 PM local time.
3. Upon arriving at a drop off point, a shipping waybill must be completed with both your return address and the Ontrack Data Recovery address below. Please include your Ontrack Data Recovery Job number (found on your Service Request Form) in the "Sender Reference" box.

For payment method, simply check the "Payment: Receiver" box and Kroll Ontrack will pay the charges.

Ship your package to:

Ontrack Data Recovery
155 Gordon Baker Rd. Suite 210
Toronto, Ontario M2H 3N7
Phone: 416 491 1650



4. Upon arrival of your media at Ontrack Data Recovery's facility, you will receive an email confirmation that includes a link to an online job tracker – where you will be able to track your recovery progress through completion.

Questions?

Contact your Ontrack Data Recovery representative at 416 491 1650 or 800 872 2599.

Restrictions

This free inbound shipping offer applies only to individual users shipping media from a participating Purolator outlet. Customer is responsible for any insurance, special handling, or other service costs and such costs will be billed back to the customer by Ontrack. This offer is subject to change without notice. Please contact your Ontrack Data Recovery representative for more details.