

Ontrack® Data Recovery

Photo Recovery Service Request Form

Step 1: Complete this form online, print & sign

Step 2: Review enclosed shipping options & locations

Step 3: Include this Service Request Form inside your package

1. Customer Contact Information

First Name: _____ Last Name: _____

Address 1: _____ Address 2: _____

City: _____ Province: _____ Postal Code: _____

Email: _____ Phone: _____

2. Photo Recovery Fee and Service

For the fee of **\$995.00 CAD**, Ontrack will recover all digital photo files possible (*.JPG, *.JPEG, *.JPE, *.JFIF, *.BMP) from a single laptop hard drive, single desktop hard drive, single external hard drive, CD, DVD, CompactFlash, Memory Stick, Microdrive, MultiMediaCard, SD Memory Card, SmartMedia Card and USB Stick.

- For recoveries of multi-drive systems, servers, other storage formats or other photo files, please contact Ontrack.
- Photo Recovery service will be performed during normal business hours and typically takes 7 days to complete.
- The recovered files will be copied to DVD media and returned to you.
- Shipping fees, insurance, alternative media and services for multiple drives/media are subject to additional charges.
- Prices do not include GST, provincial, duty or other taxes.

3. Free Drive/Media Erasing, Recycling and Disposal

Ontrack will securely and permanently erase ALL data on your submitted drive/media and safely dispose of the drive/media in an environmentally friendly manner. Any useful components may be used by Ontrack for future recoveries.

Yes, please. (Your initials: _____)

No, thank you. Please return my submitted drive/media

4. Payment Method

Credit Card (check one)	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Amex	<input type="checkbox"/> Discover
Card number _____	_____	_____	_____	Exp. date _____ Mo. _____ Yr.
Print card holder's name: _____	Signature of card holder: _____			

5. Authorize Recovery Process and Fee

By signing below you authorize Ontrack to charge the fee, immediately proceed with your photo recovery and return or dispose of your submitted drive/media/data as indicated above. You also agree that this photo recovery request will be performed under the terms and conditions set forth at www.ontrackdatarecovery.ca/photo-recovery/terms.aspx, which you have read and understand.

Signature: _____ Date: _____

Print Name: _____

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Photo Recovery Shipping Options

Shipping Instructions

1. Complete, print and sign the online Service Request Form.
2. Place your media or computer hard drive and a printed copy of your signed Service Request Form in padded bag or box filled with foam, packing peanuts or crumpled newspaper and seal.
3. Take the package to your preferred shipping carrier. We recommend a carrier that provides package tracking.
4. Ship the package to our Toronto lab at the address below.

Ontrack Data Recovery Toronto Lab Address

Kroll Ontrack

Ontrack Data Recovery Services

155 Gordon Baker Rd Ste 210

Toronto Ontario M2H 3N7

Phone: 416 491 1650