

Contact Information

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_
Address: \_\_\_\_\_
Street Address (including suite/apartment number)
USA Address: \_\_\_\_\_
City State ZIP Code
International: \_\_\_\_\_
City/Province Country Postal Code
Telephone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_
E-mail: \_\_\_\_\_ Alternate E-mail: \_\_\_\_\_

General System Information Additional Info if RAID System

Drive/Media Manufacturer: \_\_\_\_\_ RAID Level (if known): \_\_\_\_\_
Drive/Media Model #: \_\_\_\_\_ Number of Drives in the RAID: \_\_\_\_\_
Operating System: \_\_\_\_\_ Will the RAID Still Mount? \_\_\_\_\_
Drive/Media Size: \_\_\_\_\_ Is this a Hardware or Software RAID? \_\_\_\_\_
File System (if known): \_\_\_\_\_

Information Regarding the Failure of the Media

What Failure Occurred? \_\_\_\_\_
Please List Any Error Messages You Received: \_\_\_\_\_
What Recovery Attempts Did You Make? \_\_\_\_\_
Please List Any Software Used In This Attempt: \_\_\_\_\_

Information About the Data To Be Recovered

What Files/Folders Do You Need Recovered? \_\_\_\_\_
Number of Partitions on the Drive(s): \_\_\_\_\_

Instructions For Shipping Your Drive/Media To ReWave

- 1. Place the drive/media in an anti-static bag (if available). Otherwise, a ziplock bag will suffice.
2. Package the drive/media into a box with at least 3" of bubble wrap or other material surrounding the drive/media. (If you cannot remove the drive, you may ship the processor with drive inside).
3. Please include the completed and signed Free Evaluation Request Form (this form) along with the drive/media.

SHIP TO THIS ADDRESS:
ReWave Hard Drive Recovery
Data Recovery Lab
301 McCullough Drive, 4th Floor
Charlotte, NC 28262 USA

Sending your Drive/Media to ReWave via Overnight Shipping (FedEx, UPS, USPS, DHL, etc) is the most efficient way for ReWave to begin your recovery as soon as possible.
You may also bring your drive/media to our Data Recovery Facility.

## Terms and Conditions

### The Recovery

ReWave Hard Drive Recovery Specialists, LLC ("ReWave") and its suppliers are hereby authorized by the client to evaluate the problem with the equipment/media and retrieve all data residing on the client's equipment/media and/or provide additional services as requested by the client.

### Confidentiality

All information contained in the data/media/equipment belonging to the client and provided to ReWave by the client is used only by employees, agents or consultants solely for the purpose of fulfilling the recovery. Any confidential information disclosed by the client will remain confidential and the property of the client. ReWave will exercise reasonable measures to prevent the unauthorized use of such confidential information, such as the same measures it takes to protect its own confidential information.

### Client's Representation

The client guarantees to ReWave that it is the owner of, and/or has the right to be in possession of, all equipment/data/media furnished to ReWave, and that its collection, possession, processing and transfer of such equipment/data/media is in compliance with data protection laws to which client is subject. The client will defend, at its own expense, indemnify, and hold ReWave harmless against any damages or expenses that may occur (including reasonable attorneys' fees), and pay any cost, damages, or attorneys' fees awarded against ReWave resulting from client's breach of this section.

### Payment

No charges are required if the client's data is unrecoverable (unless the drive is opened by customer). If the client agrees to continue the recovery after the quote is given, client agrees to pay ReWave the sum of the recovery and any additional costs specified by ReWave and authorized by the client (i.e. shipping, external hard drive for data return, etc).

### Consent

Any consent required of either ReWave or the client will be effective if provided in a reasonable manner, which includes but is not limited to verbal authorization followed with written confirmation by ReWave at the earliest possible opportunity, and/or facsimile.

### Acknowledgment of Existing Conditions

The nature of data recovery is such that there is a possibility that damage can occur to the client's equipment/data/media during the recovery process. The client hereby acknowledges that ReWave does not assume responsibility for such damage. The client also acknowledges that the client's equipment/data/media may have been damaged prior to ReWave receipt by events foreseen or unforeseen by the client.

### No Warranties; Disclaimer of All Warranties

ReWave hereby makes no warranties or conditions for any good or service (express, implied, statutory or in any communication with the client). ReWave specifically disclaims any implied warranty arising from the course of business.

### Limitation of Liability; Limitation of Damages

The total liability of ReWave to the client shall in no event exceed the total paid by the client to ReWave and ReWave shall not be liable for any damages whatsoever (direct or indirect).

### Miscellaneous

Both the client and ReWave agree that the laws of the state of North Carolina shall govern this Agreement. If any condition of this contract is found to be in violation of any applicable law, such provision shall to such extent be deemed null and void, and the remainder of the Agreement shall remain in full force and effect. With the exception of the obligation to make payments, nonperformance by either the client or ReWave shall be excused to the extent performance is rendered impossible due to causes beyond such party's reasonable control. This Agreement, together with any exhibits or other attachments provided by ReWave, constitutes the entire Agreement between the parties in relation to this subject matter and supersedes all other terms including any client payment terms. Purchased parts (if necessary) are not returnable. Computers, hard drives, cables and all other items sent in by client that are left over 15 days (from the date of success/failure) will be discarded unless other arrangements are made in advance and ReWave notifies the customer in writing (email).

### Authorize Evaluation Process

By signing below you authorize ReWave to immediately proceed with the Free Evaluation. You also agree that this evaluation and any future data recovery requests will be performed under the terms and conditions listed above.

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

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_