



DATA RECOVERY EXPRESS
When you need it done right the first time!

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CLIENT WORK REQUEST FORM

PLEASE READ AND FILL IN CAREFULLY - PRINT CLEARLY - PROVIDING AS MUCH INFORMATION AS POSSIBLE, INCOMPLETE OR INCORRECT DETAILS WILL CAUSE DELAYS IN PROCESSING

Client/Business Name:

Date:

Job Reference:

Technician:

FOR OFFICE USE ONLY

Contact Details (please print clearly and ensure that all fields are filled in and all information is correct):

Address:

Suburb: Email Address:

Phone No (1) : Phone No (2):

Hardware/Item Description (please list all items that have been sent or dropped off i.e. PC, cables, CDs):

.....
.....

Job Type (please tick appropriate categories):

INSPECTION

QUOTATION

DATA RECOVERY

DATA MIGRATION

DATA CLEANING

Fault/Job Description (please specify all issues, symptoms and any previous repair/recovery attempts):

.....
.....
.....

Folders and/or Files that Require Backup/Migration OR Recovery (specify in order of importance):

.....
.....
.....

Passwords (for hardware/software - if applicable): User ID: Password:

Job Priority (please tick appropriate category below – jobs are processed strictly based upon precedence)

Note: Jobs marked as "PRIORITY" are expedited for immediate same day inspection and fastest possible recovery turnaround.

STANDARD

*PRIORITY

(NORMAL TURNAROUND – APPROX. 4-8 WORKING DAYS)

(EXPEDITED SERVICE FOR TIME SENSITIVE JOBS - *\$150 ex GST SURCHARGE)

Terms of Job Commencement/Completion:

1. The speed at which jobs are completed may be affected by the requirement, and availability, of specialised hardware/parts and specific hardware constraints or issues. Our main concern is always getting the best possible result so timeframes are provided only as a guide - particularly in Complex recovery situations.
2. **Some diagnostic work may attract a half hour to an hour service fee dependent upon work involved.** This includes any disassembly and/or reassembly of laptops, workstations, servers and external drive cases. Diagnostic/service fees will be waived if Customer chooses to proceed with quoted work.
3. **Priority and any authorised exploratory surcharges are not discountable/refundable and are payable regardless of work carried out.**
4. Quotations are best estimates however in the unlikely case where there is a significant variation/change Clients will be notified before work is progressed.
5. Customers will be contacted to get final authorisation before we proceed with any major work. All quotations are provided in writing via email or fax.
6. **Payment for services provided by DRE must be received in full prior to or at the time of pickup/return of goods.** The pickup of goods is by prior arrangement only and Customers will be notified as soon as items are ready for pickup. Please email or call to ensure your items are ready for collection.
7. **A nominal surcharge applies to Credit Card transactions.**
8. For jobs that have been completed or closed, goods will be held on premises for a period of 14 days and then disposed of unless otherwise agreed. DRE is not responsible to the Client or any third party for any uncollected items left on premises after this period.
9. In signing the Release Authorisation below you agree to DRE's Terms and Conditions (please refer to back of document).

Authorisation to Release Goods:

Receipt of Goods:

Signed:

Signed:

Name Printed:

Name Printed:

Dated: / /

Dated: / /