

Canadian Office - Vancouver Location

Aceon Data Recovery
P: 604 224-4357

**300 – 1275 West 6th. Ave,
Vancouver B.C. V6H 1A6
Hours 10 - 5 pm M-F**

United States Office - Washington State

Aceon Data Recovery
P: 1 866 268-3792

**1685 H St. #43612,
Blaine, WA 98230
Hours 9 - 5 pm M-Sat**

Name: _____ Phone: _____ Referred By: _____
Email: _____ CC Details: _____ Exp _____ shop, company, or person CVC _____
Address: _____ Postal Code: _____ Type of Device _____
Make _____ Model _____ Destination Media Provided By Client? **Y / N**

Device Size in Gigs: _____ Type: **Win / Mac / Linux / Apple / Samsung / Google** Password or Pin to unlock: _____

Do you require a second copy? Y / N

Rush Service: 50% Charge: Y / N

What happened and what are the critical files?

Aceon Data Recovery: Terms of Service

1. Confidentiality: We keep your data private and will only access it as strictly necessary to perform the recovery.
2. Acknowledgment of Risk & Limitation of Liability: Data recovery is inherently risky. Aceon Data Recovery is not liable for any device damage or data loss that may occur before, during, or after our service, including shipping. The Client assumes all risk.
3. Warranty Voidance: You understand that our service is invasive and may void your device's manufacturer warranty. You accept this risk.
4. No Guarantee of Success: We do not guarantee a successful recovery. Fees cover the recovery attempt (labor and parts), not the amount of data recovered.
5. Payment, Fees, and Surcharges:
 - Attempt Fees: Certain advanced recoveries require a non-refundable attempt fee (paid upfront) regardless of the outcome:
 - Unsuccessful Clean Room: \$250 (plus parts)
 - SSD & Smartphones: \$250
 - Memory Cards & Sticks: \$150
 - HDD Circuit Board Recovery: No charge
 - Final Payment: Payment is due in full upon successful recovery before data is released.
 - Credit Card Surcharge: All credit card payments are subject to a 3% surcharge.
6. Destination Drive: You must provide a new, empty destination drive or purchase one from us. We are not responsible for any data on a drive you provide.
7. Client Responsibility & Data Deletion:
 - Client Review: You are responsible for reviewing the recovered data and must report any issues within seven (7) days of receipt.
 - Data Deletion: After 7 days, the job is considered complete, and we will securely delete all copies of your data.
8. Abandoned Property: Any device or data not retrieved within 30 days of notification will be considered abandoned and securely disposed of.
9. Client Authorization: You warrant that you are the legal owner of the device and data (or are authorized by the owner). You grant Aceon Data Recovery and its partners permission to open, access, and transport the media for recovery purposes.

I agree to the Terms and Conditions stated above: Initial Here: _____

Date: _____ Print Name: _____ Signature: _____

