

Aceon Data Recovery Head Office, Vancouver P: 604 224-4357 300 – 1275 West 6th. Ave, Vancouver B.C. V6H 1A6 Hours 10 - 5 pm Monday to Friday	Aceon Data Recovery East Vancouver P. 604 224.4357 1329 East 13th. Ave, Vancouver, B.C.V5N 2B5 Evening and Weekends Drop Off.	Aceon Data Recovery United States Office P. 1 866 268-3792 1685 H St. 43612, Blaine, WA, 98230
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Name: _____ Company: _____ Email: _____

Cell: _____ Address: _____ City: _____ Postal _____

Payment Options(circle) Visa / MC/ Cash Card Number _____ EXP _____ CVC _____

Make _____ Model _____ Serial Number _____

Hard Drive Size: _____ Win / Mac / Linux _____ Password _____

Do you wish to buy a destination drive from Aceon? Y / N Make/Model of destination if providing? _____

Circumstances of Failure _____

What are the critical files? _____

Rates for Hard Drive & SSD Recovery

File System Corruption \$350 + Parts Lost File Recovery \$500	PCB Repair/Recovery \$750 + Parts	Physical Recovery \$1300 + Parts
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Rates for Smartphone Recovery

File System Repair/Recovery on Phone \$550	Physical/Motherboard Smart Phone Repair \$850
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Rates for Raid Recovery

\$850 x However many drives are in the Raid. Please call for details.	PCB Repair or Physical Repair may be required before Raid Array rebuild can be attempted. Please call for details.
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Rates for Memory Sticks, Flash Memory, Camera Cards

Micro Soldering and System File Recovery \$350	Physical Repair of Memory Chip \$850
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Rush services are approximations. There are no guarantees with Data Recovery. Copying Data may exceed time limits.

Do you Require a second copy of recovered data? Y / N | Do you require the original drive back: **\$125 Reassembly Charge:** Y / N

Rush Service: 6 Business Days Approx. 50% surcharge Y / N Super Rush Service 2-4 Business Days Approx. 100% Surcharge Y / N

Terms & Conditions

- 1) Aceon Data Recovery is not responsible for any costs or damages of any kind incurred by submitted cases whatsoever.
- 2) Data and media left with Aceon will be considered abandoned by the client 30 days after the client being notified of the outcome of the case.
- 3) The client understands that Aceon may use subcontractors for certain recovery situations.
- 4) The destination data drive must be the same size or bigger than the faulty device provided. It must also be empty as we may need to format the device.
- 5) Jobs that have commenced the recovery process are charged at full price if the client chooses to cancel in mid recovery. If partial way through recovery there is a \$250 attempt fee applied plus parts if ordered.
- 6) Parts may be required for data recovery attempts. The client agrees to pay for 2 parts drives. Authorization required after that. Regardless of the outcome.
- 7) Drives that have been opened prior to Aceon will incur a \$250 charge. These cases are much harder to recover.
- 7) **There is a 3% charge for credit card payments. There is a 50% surcharge for SAS/SCSI Drives.**
- 8) **There is a \$250 Attempt Fee for Solid State Drives, Smartphones and clean room cases, There is a \$150 Attempt Fee for Memory Cards or memory Sticks**

Limitation of Liability

- a) **Aceon Data Recovery is not responsible for damage caused to the media device(s) during shipment and the recovery process.. Aceon Data Recovery is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after service.**
- b) Aceon Data Recovery is not responsible for any items left more than 30 days after confirming results. Aceon Data Recovery is not responsible for any recovered data after more than 7 days of being picked up or shipped to the client. Payment required in full before release of data.
- d) The client authorizes Aceon Data Recovery, its employees, agents, to receive, transport & service the media(s) in, to, from & between various facilities.

Agree to the Terms and Conditions and the Aceon Data Recovery Limitation of liability stated above: **Initial Here:** _____

Date: _____ **Print Name:** _____ **Signature:** _____