



Houston Computing Services
9000 Emmott Rd, Suite C
Houston, TX 77040
713-896-1777

Name:	
Address:	
City, State, Zip:	
Phone number and alternate phone number::	
Email address:	
Date:	
Drive / equipment description:	
Drive / equipment serial number(s):	
File system(s) if known:	
Data loss scenario:	
Any compression or encryption (passwords)?	
Is this drive or data going to be used in court? If yes, please explain:	
Was a previous data recovery attempted? If yes, please explain:	
Please prioritize the data you would like recovered:	
Any additional comments:	

Please read and initial and sign below:

_____ Data recovery is a highly technical and time consuming process. The initial testing and evaluation takes about 5 business days, and you will be contacted at that time with a summary of what can be recovered. If parts are required, the amount of time to find the exact parts is in addition to the recovery time and varies.

_____ The standard cost of the data recovery will be \$500.00 US per drive, plus parts. If your data can not be recovered, there will be no charge. If you request any additional options, your cost will be adjusted accordingly, with your prior approval. See pricing details on back.

_____ Working on your hardware for data recovery may void your manufacturers warranty.

_____ THERE IS AN INHERENT RISK IN PERFORMING DATA RECOVERY, WHICH MAY INCLUDE PERMANENT LOSS OF DATA ON THE MEDIA. WHILE HOUSTON COMPUTING SERVICES WILL DO ITS BEST TO RECOVER AND PRESERVE THE DATA, HOUSTON COMPUTING SERVICES ASSUMES NO LIABILITY FOR ANY LOSS OF DATA. YOU AGREE TO HOLD HARMLESS HOUSTON COMPUTING SERVICES, INC. AND ITS EMPLOYEES, CONTRACTORS AND AGENTS FOR ANY DATA LOSS OR DAMAGE CAUSED BEFORE, DURING OR AFTER THE RECOVERY PROCESS.

Note: Any data not picked up within 2 weeks of completed recovery will be destroyed

 Please initial each paragraph, and sign in the line above to acknowledge that you approve of the terms of this agreement and authorize Houston Computing Services to perform data recovery services on your media / hardware

 Date

Pricing for a typical data recovery:

- Most data recoveries are **\$500 per drive**, plus parts (if necessary)
- About 50% of recoveries require parts. The average cost for parts is around \$120 per drive.
- If you are requesting more than 4GB of data recovered, an **additional hard drive** will be required to store the recovered data to return to you. If you supply the additional drive, there is no extra charge; or you can purchase the additional (internal or external) hard drive from us at the current market rate. Less than 4GB of data can be recovered to DVD media (no extra charge) or an additional (internal or external) drive provided by you or purchased from us.
- We can often recover data where other data recovery companies could not. However, if there has been a **previous data recovery attempted**, there is an additional \$200 charge. This is because any previous data recovery attempts usually make the data recovery much more difficult. The "previous recovery attempt" charge applies if you attempted the recovery yourself, or if it was the local computer shop, or if it was the computer geek from down the street, or if it was another data recovery facility. Because of this, please understand that if your data is important to you, then it is important to get it to a skilled, experienced data recovery professional as soon as possible.
- If you are in a hurry to get your data back, you have the option of paying a **"Rush Fee"**. This fee is an additional \$500, and will move your recovery to the top of the list. With the rush service your drive will be worked on within 2 hours (or less) of the time it is received in our office, and additionally, our technicians will work after hours and weekends to complete your recovery as soon as possible.
- If this drive is for a case that will go to court, or needs **Computer Forensics** be sure to let us know up front. There is an additional charge for this because the case must be handled using a different procedure, and additional forms are required.
- The average turn-around time for a data recovery is about 5 business days unless parts are required. If parts are required, then the time is increased by the amount of time it takes to obtain the parts. In some situations it can take several weeks to obtain the part necessary for a successful data recovery, and there are rare occasions when parts cannot be found.