

## DATA RECOVERY

Regus Centre, Liesbeek House  
River Park, Gloucester Road  
Mowbray, Cape Town, 7700

**Quotation and assessment request**  
Note: Quotes are provided within 24 hours

(t) 021 680 5323  
(w) [www.southbit.co.za](http://www.southbit.co.za)  
(e) [service@southbit.co.za](mailto:service@southbit.co.za)

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

Name: \_\_\_\_\_

Tel number: \_\_\_\_\_

E-mail: (For quote) \_\_\_\_\_

Company/address: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

### Hard drive information

Make: \_\_\_\_\_ Capacity: \_\_\_\_\_

Model: \_\_\_\_\_ Serial number: \_\_\_\_\_

Accessories booked in? E.g. cables, case etc. \_\_\_\_\_

How did it fail? Just stopped working? Was it dropped? \_\_\_\_\_

May we open the drive? Note: Opening drive will void the warranty, if any applies.  Yes  No

Is the drive... Windows or Apple Mac? \_\_\_\_\_ Making clicking noises?  Yes  No

Most important files/folders for recovery: \_\_\_\_\_

Based on our pricelist, would you like to proceed with recovery if the data is recoverable?  Yes  No

**The customer agrees to the following terms and conditions:**

- SouthBit will not charge the customer for the initial assessment or quote.
- SouthBit will perform an assessment on the hard drive to determine the fault and extent thereof. If the hard drive is still covered by the manufacturer warranty, permission will be gained from the customer before performing any actions that may void the hard drive manufacturer warranty.
- The original hard drive will not be returned to the customer after a successful recovery job unless the damage is purely logical and does not relate to physical, electrical or mechanical damage.
- By making full payment to SouthBit, the customer agrees that the data recovered and work carried out is to their satisfaction and agreed upon by both parties.
- The hard drive supplied to SouthBit remains the property of SouthBit until payment is made in full, if the quote has been accepted.
- SouthBit will not be held liable for any damage, misuse or any other actions caused by, or involving, the recovered data.
- Any hard drive supplied to SouthBit, as well as the data contained on it, is the property of the customer. If the hard drive, and data contained on it, is not the property of the customer, the customer confirms that the owner of the hard drive and its data has given the customer the right to act on their behalf for the interaction between the customer and SouthBit.
- The hard drive, and data contained on it, is already in a degraded or damaged state. SouthBit will not be held liable for any further damage to the hard drive or loss of data which may occur as a result of the assessment or recovery process.
- SouthBit will not be held liable for any loss, theft, damage or claim that relates, in any way whatsoever, to the hard drive, data stored on it, recovered from it, or the data recovery job and interaction with SouthBit.
- Data on the hard drive is treated as confidential. A list of recoverable data will be made available to the customer only. The data itself is handled by SouthBit only and is handled in strictest confidence and made available to the customer only, upon full payment. Any data stored by SouthBit pertaining to the interaction will be destroyed 1 week from payment. This period is for safety purposes in the event that the recovered data which is supplied to the customer is lost or damaged after completion of the interaction between SouthBit and the customer.
- SouthBit may transport the hard drive to another location for the purpose of the recovery, and will not be held liable for any loss or damage during this time.
- If no contact is made by the customer 2 weeks after a quotation being sent, quote rejection or notice of a failed recovery, the drive/s concerned will be disposed of.
- In the event of an unsuccessful recovery, a charge of R450 will be applicable if the customer wishes the faulty hard be returned. This charge is to cover a portion of the lab time and man hours used during the recovery attempt.
- If a fault report is required a charge of R250 is levied.

---

**Name**

**Sign**

**Date**

Office use only: