

DATA RECOVERY

Job:

109 Palmyra Junction
Palmyra road, Claremont
Cape Town, 7700

Quotation and assessment request
Note: Quotes provided within 24 hours

(t) 021 205 1119
(w) www.southbit.co.za
(e) service@southbit.co.za

Date: _____

Name: _____

Cell number: _____

E-mail: (For quote) Please write clearly to ensure quote is sent to the correct e-mail address.

Company/address: _____

How did you hear about us? Google search? Referral from a shop or person? Please specify.

Hard drive information

Make & size: _____ Serial number: _____

Is this an insurance claim? Yes or no

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 used on a Windows or Apple Mac computer? _____

Most important files/folders for recovery: We will recover these files first, followed by the rest.

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.
- 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.
- The invoice for work completed shall be paid within 30 calendar days from the date of invoice. SouthBit has the right to charge interest of 5% each month or part thereof on all amounts due and unpaid in terms of this agreement.
- Recovered data will only be provided to the client once the invoice has been settled in full.
- 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, and the data stored on it, remains in the care 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. 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 2 weeks 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.
- In rare circumstances a component of the storage device may be transported to another location for the purpose of the recovery, and SouthBit will not be held liable for any loss or damage during this time.
- If a fault report or insurance report is required, a charge of **R250** is levied.
- A charge of **R450** will be applicable if the customer wishes the faulty hard drive be returned only in the event of an unsuccessful physical, electrical or mechanical damage recovery job. This charge is to cover a portion of the lab time and man hours used during the recovery attempt. This only applies in the unlikely event that the customer wants the faulty hard drive returned.
- 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.

Name

Sign

Date