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Unit S11, Spearhead Business Park

Montague Drive, Montague Gardens

P.O. Box 225, CENTURY CITY, 7446

DIAGNOSIS REQUEST FORM – WORKS ORDER #

CLIENT DETAILS

CONTACT PERSON:		COMPANY:			
POSTAL ADDRESS:		PHYSICAL ADDRESS:			
TEL:		FAX:			
MOBILE:		E-MAIL ADDRESS:			
I.D NO:		WEBSITE ADDRESS:			
CAN WE PUT YOU ON OUR MAILING LIST:		YES	NO	ALREADY ON	
REFERRED BY:				VAT REG NUMBER:	

DRIVE / MEDIA DESCRIPTION

MAKE:	MODEL:
SERIAL NO:	MANUFACTURE DATE:
CAPACITY:	FILE SYSTEM:
OPERATING SYSTEM:	PARTITIONS:
TYPE OF COMPUTER (Laptop, Workstation, Server):	
FAULT DESCRIPTION/CIRCUMSTANCES OF FAILURE:	
DRIVE STATE (Spinning, Detected in BIOS, Dead):	
IMPORTANT FILES NEEDED:	
MOST IMPORTANT (Data or Drive Warranty):	
HAVE YOU ATTEMPTED TO RECOVER THE DATA? IF YES, PLEASE SPECIFY:	

FOR OFFICE USE

SW <input type="checkbox"/> EM <input type="checkbox"/>	Return media	Yes	No
% CHANCE:			
WAR: R			
TIME FRAME:			
LABOUR: R			
SPARES: R			

Unit S11 Spearhead Business Park, Montague Drive, Montague Gardens, Cape Town, South Africa

PO Box 225 Century City Cape Town 7446 • Tel: +27 (0) 21 551-0470 • Fax: +27 (0) 21 551-0471

Page 2 of 2 Data Recovery Terms and Conditions

1. Authorization and cost of recovery

- The client authorizes Intratec Data Solutions to conduct an evaluation of the media or data sent to determine the nature of the damage and *provide a quotation for the recovery there of*, timing and estimated success rate.
- The evaluation is free and no work beyond this evaluation will be charged without explicit client approval unless quoted prior to receiving the media
- A no recovery no charge policy is applicable, unless otherwise stated.
- The Client authorizes Intratec Data Solutions, its employees and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities.
- For insurance purposes, all fault reports will be charged at R850.00 Ex VAT.
- In the event you require a damaged/opened hard disk drive back a re-assembly fee of R850.00 Ex vat will be charged as we do not under normal circumstances return the damaged/opened hard disk drive unless an agreement has been made prior to work commencing.
- Please note, we do not do refunds, but credits are given in credit note format.
- Please note that all data that has left the Intratec Data Solutions premises will be treated as satisfactory to the client and paid for. Any variations of this must be cleared with management.
- Although Intratec Data Solution cc (IDS) do their utmost to ensure the data presented is of good integrity and virus free IDS cannot be held liable for loss of data or damage caused by the recovered data.
- The parties by their signature hereto expressly agree and understand that should Intratec Data Solutions be unable to recovery any data then no fee shall be charged. If Intratec is however able to recover the estimated percentage of data then the Client shall be liable for the full fee as quoted hereinabove.

2. Legal Rights

- The Client acknowledges that he is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein set to Intratec Data Solutions.
- ***Any property left with Intratec Data Solutions unclaimed for 14 Days will be disposed of.***

3. Liabilities

- The client acknowledges that the data and / or equipment are already damaged and that any effort by Intratec Data Solutions to analyse and recover data may result in further damage to the equipment and / or data.
- Intratec Data Solutions shall not be held liable for any claims regarding the physical functioning of the equipment and / or media or the condition or existence of data storage media before, during or after service.
- Intratec Data Solutions will further not be held liable and is hereby indemnified by the Client for any direct or indirect damages, including loss of data, loss of revenue, expenses, cost, damages, demand and claims, illness or injuries, or death of any and all persons or employees, including their own employees or employees of sub-contractors, and / or damage to the property incidental or consequential, before during or after the service.
- All equipment handed to Intratec Data Solutions will remain the property of Intratec until the invoice is paid in full.

4. Client Confidentiality

- The Client agrees that Intratec Data Solutions may use any information or data supplied with the storage media for the purpose of fulfilling the engagement.
- Intratec Data Solutions agrees to maintain strict Client confidentiality. All information, data and equipment handed over or recovered by Intratec Data Solutions shall be deemed confidential and proprietary to our Clients and shall not be disclosed to any third parties in any manner. Data media and recovered data are handled only by designated and authorised personnel appointed by management of Intratec Data Solutions.

5. Pricing and Payment

- All prices quoted exclude 14% Value Added Tax, shipping, bank charges or any other taxes or costs.
- Payment is due in full upon completion of successful recovery, *prior to release of data* (whether shipped, picked up or downloaded), unless terms have been approved.
- Company cheques, cash and bank transfers are welcome.
- Should you, our client, not abide by this agreement and payment terms, then by process of law, Intratec Data Solutions may enforce the payment there of by handing your account over for collection. Please note that should this happen that you, our client, are liable for all legal costs that will be incurred.
- **No cash refunds, only credits granted.**

6. General

- **All quoted jobs which are declined and not collected within 14 shall be disposed of.**
- **Intratec cannot take responsibility for incorrect drives brought in by clients for data recovery. Full fees are payable for recovery done off drives brought in incorrectly by clients.**
- **Should you not collect your data within a 3 days of completion, we reserve the right to charged a handling fee of 5% on the total amount, ex VAT.**
- **It is expressly recorded that once the data as recovered has left the premises of Intratec the client accepts the due and proper performance of Intratec in its duties. Should the recovered data cease working for whatever reason after it has left the premises of Intratec then the client shall be liable for all costs incidental thereto. The Client is therefore urged to confirm the successful recovery of data prior to same leaving the premises of Intratec.**
- **Should the quote be referenced “electro-mechanical fault” and the drive is fixed and all data or a percentage thereof is recovered, the client undertakes to pay the full fee as quoted, irrespective of whether such data recovered is correct.**

Thank you for your support

Name and Signature

Date