



Vancouver
Calgary
Toronto
Ottawa
Montreal
Halifax

Data Recovery Information Sheet (Pre-Diagnostic)

Company Name:		Contact Person:	
Phone :	Fax:	E-mail:	
Address:		City	Prov. Postal Code

Simply answer the questions below and we'll provide you with a range of options to get your data back. We'll also tell you approximately how much it costs:

1. What type of storage device do you have?

CD / DVD / Floppy Diskette / Hard Drive / Jaz 1GB, 2GB / Tape / USB / Camera Flash / Zip 100MB, 250MB, 750MB/ Other

2. Manufacturer:

Model:

Serial number:

_____/_____/_____

3. What type of operating system do you have?

WIN VISTA / WIN XP / WIN95, 98, ME / WIN Server 203/ WIN2000 / WIN-NT / DOS, WIN / MAC / Banyan Vines / HPUX / IBM AIX / Linux / Netware/ OS2 / SCO Unix / SGI, IRIX / Sun, Solaris / Unix Other / Xenix / Other / Unknown

4. Can we break the seals on the media if necessary?

Yes / No / (Breaking the sale may void your non-Seagate warranty.)

5. Is the data being recovered for possible legal actions?

Yes / No

6. What are the most important files, folders and directories to be recovered?

WORD files / Email / My Documents directory / AUTODAD.DWG / EXCEL.EXL

7. Can your computer still view the storage device?

Yes / No / Not Sure

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8. Has the device been opened, or physically damaged, or is it making any abnormal noise?

Yes / No / Not Sure

9. Describe the circumstances of the failure or inaccessibility and any remedies that have been tried:

10. How urgently do you need your data back?

Within two to five working days / Within a two to four week time period

Our technicians will contact you within 24 hours. Thank you for choosing Elco.

P.S. Firm quote will not be provided until we conduct our professional diagnostic.