



Vancouver
 Calgary
 Toronto
 Ottawa
 Montreal
 Halifax

Data Recovery Service Agreement

RMA #:	Optional Shipping Insurance: <div style="text-align: right;">Yes / No</div>
Company Name:	Contact Person:
Address:	
Tel:	Fax:
E-mail:	
Name & Model # of the Drive or Media:	
Serial #:	
Problem:	

Conditions of Service:

1. There will be a one-time \$40 non-refundable diagnostic fee charges on every single request for service.
2. Customer is responsible for TWO ways shipping charge. Elco Systems Inc. will not be liable for any loss, damage or expenses related to any delay in shipment or delivery.
3. Diagnostic will take at least two business days.
4. Firm quotation will be provided once Elco receipt of your media and finish the diagnostic.
5. Payment Term for Data Recovery Service is subjected to "50 % deposit of Firm quote price". Balance due upon the final delivery.
6. Service will be preformed upon receipt of the 50% deposit.
7. During the diagnostic and/or data recovery process, we may need to access to a particular area inside your media which may cause to void your original manufacture warranty. Elco Systems Inc. will not be liable for such loss in warranty.
8. Once the recovery of the data is completed, the information will be copied to suitable external return media, balance due will be required, and your recovery data will be returned to you.
9. Elco Systems Inc. is not responsible for data lost and uses their best effort to protect identity leak.
10. Elco Systems Inc. will only refund the 50% deposit if we finally can't recovery the data. Again, the \$40 diagnostic fee is non-refundable.

I, _____, am the legal owner of the hardware/media in question, and/or am the duly authorized representative of _____ (Company name if hardware is owned by corporation, agency, etc.) My signature will attest to the fact that I am an officer of the above named company, or am empowered by its governing body, to act in its behalf for matters relating to this Service Agreement in regard to the property identified above. I also accept of this Service Agreement and will follow all conditions of service of Elco Systems Inc.

Signature: _____

Date: _____

Elco Systems Inc.
 90 Gough Road, Unit 2
 Markham, Ontario, L3R 5V5

T. (905)470-0082
 F. (905)470-3183

elcosystems.com
 1-800-689-3526