

DATA RECOVERY

HAVE YOU LOST ALL YOUR DATA? WE CAN RECOVER IT!

Nowadays, all the data we store in our devices has an incalculable value. Just thinking of what it would mean to lose all our data makes us realize how valuable it is. We offer, thanks to a specialized company, the solution, with the chance of recovering all your data, no matter what kind of device you have (Hard Disc Drive HDD, RAID Systems, Smartphones, Flash drives, CD-DVD, SD Cards, Compact Flash, Back Up tapes...) or what caused it: virus, damaged devices, eliminated files, sabotage, fires, floods, lost partitions, high tension, mechanical problems...



How it works?



1 PICK UP AND DIAGNOSIS

We can pick up your devices from anywhere in Spain and Portugal, at no charge for you, thru an outside transportation agency including an insurance covering up to 500€ for misplacement per shipment. The customer can include his own backup device for the recovered data.

RECOVERY TERM

2



Once your device has been diagnosed (24-48 hours), the recovery term of our flat rate is of 5 – 7 days. The shipment of your devices implies the acceptance of the service and it will be processed automatically with the recovery with recoveries that meet the Basic Rate – Flat Rate.

The devices that do not meet the Flat Rate will be budgeted before proceeding with the recovery of the data. (ask us for more information)

3 LISTING OF FILES



Un Once the data recovery has been finish, we will send you a listing with the recovered files so that you know at all time what files you will be able to have.

In the case we were able to recover 100% of your data we will proceed to the transfer and shipment of the data automatically, and the agreed price will be charged using the usual payment methods used with us. In the case that the recovery was NOT of the 100% the customer will decide if he wants to continue with the recovery or not. If you decide to not finish the process due to a partial or unsuccessful recovery, we will ship back the original device at no extra cost.

DATA SHIPMENT

4



Free shipment of the device with the recovered data anywhere in Spain and Portugal at no extra charge.

The original damaged device will be returned with the recovered data. In the scenario that you do not want the damaged device, let us know and we will send you a destruction certificate at no extra charge.

The data transfer is always done to a new device for security, which we will include in the final budget in function of the size of the data recovered, unless the customer provided a backup device with the damaged device.

What would be the cost?



VP	LOGICAL FAILURE	ELECTRONICAL FAILURE	MECHANICAL FAILURE
HARD DISC DRIVE	FLAT RATE 620€		
HARD DISC SSD	FLAT RATE 620€	1.400€	N / A
RAID SYSTEMS	1.000€ - 1.600€	1.600€ - 3.300€	
STANDARD FLASH DRIVE	FLAT RATE 620€		N / A
MONOLITH FLASH DRIVE	FLAT RATE 620€	950€	N / A
SD CARDS	FLAT RATE 450€		N / A
MINI/MICRO SD CARS	FLAT RATE 620€	950€	N / A
SMARTPHONES/TABLETS	FLAT RATE 350€	625€	N / A

- » The data recovery of open or manipulated devices will have an extra charge of 239€ + taxes. Notice that devices that have been manipulated reduce the chance of a successful or complete recovery.
- » The data recovery service includes: telephone attention, Shipments, and recovered data transfer.

- » Does NOT include the backup device where the data will be transferred to (USB flash drives, HDD...). The backup device can be provided with the original damaged device by the customer or it will be provided by the company. If you decided to provide the backup device after the original damaged devices has been shipped, there will be additional charges.

Acceptance of service conditions:



- » Once the device has been shipped, it implies the pre-acceptation of the budget in the case of meeting the conditions described above for the recoveries that meet the Basic Rate – Flat Rate.
- » The company is not responsible of the integrity of the data recovered in the damaged device, and it doesn't guarantee the recovery of the data.
- » The cost for rates of superior preference, or devices that do not meet the Flat Rate, will be budgeted once the device has been diagnosed in our laboratory.
- » If the recovery of your device is of 100% we will automatically proceed to the transfer and shipment of the recovered data. You will be charged the agreed price following the usual payment method used with us.
- » If the recovery is NOT of 100% the customer will choose if he desires to continue or stop the recovery. If you are not interested due to partial or unsuccessful recovery, we will ship back the original device at no cost.
- » - Every diagnostic and budget has a validity of 10 days since the date of shipment. Once the validity period has expired with no response from the customer, the budget will be closed.
- » If after 15 natural days the customer has not sent an explicitly written answer; the customer's device will be registered in the Recycling Program, at no cost.

- » Depending on the damage in the device, there is a chance that some files will not be able to be completely open.
- » The time for the recovery can be modified due to the damage in the device.
- » The recovered data will be transferred to a new device for security. If the customer desires to provide the backup device, it will have to be provided with the damaged device, if provided after the damaged device has been shipped there will be a 15€ shipment fee.
- » The backup device is not included in the Data Recovery Service. If the customer does not provide it the company will use the most adequate depending of the volume of files.



For more information contact us at **972 61 02 87** or at **972 30 04 82**