



Data Recovery Request Form

No.

COMPUTER UNION CO.,LTD1828 SUKHUMVIT ROAD, PHRAKANONG TAI,PHRAKANONG,BANGKOK 10260 TEL 0-2311-6881๓7441 FAX.0-2311-1965

Name :		Tel.:		Date	
Company :		E-mail :		Fax :	
Address :		End User :		Tel.:	

Media Information : Detailed information of product is greatly helpful for Data recovery operation.

Media Type :	<input type="checkbox"/> HDD	<input type="checkbox"/> 1.8"	<input type="checkbox"/> 2.5"	<input type="checkbox"/> 3.5"	<input type="checkbox"/> Other
How Many Partition :		RAID:		File System :	
Brand :		Model :		Computer System used :	
Capacity :		S/N :		OS used :	

Malfunction condition :	Action taken at customer side :

Data & File names should be recovered (in detail) :	Accessories to introduce :

Notice

- | | |
|---|--|
| <ol style="list-style-type: none"> The success of data recovery (DR) will be came out after the entire operation and more than 70% of our customer so far got back all their data. The recovery time vaires with and relate to the difficulty of the DR operation. For the request of on-site data recovery service, customer must to pay the extra charge for basic fee and on-site service cost which regardless the result of DR operation. If customer bring the extra part of same product can save a little bit of the recovery time. For HDD used with general PC, it is better to take HDD only separated from system, but for the case of workstation, MO, or special storage devices, it is better to take the storage device with system so that we can do more exact test. | <ol style="list-style-type: none"> CU assure the security of our customer's data, but need pre-notification of data security from customer if any special request. The recovered data will keep on our company for 3 days since data delivered to Customer and after that the data will be automatically deleted. So, if there is any discrepancies found from the recovered data, you have to contact us within thi period of 3 days, Also customer, articles will be scrapped out at our side without any pre-notification, if customer do not response with in 2 weeks after CU report the result of DR operation. Data Recovery fee will be varies with the kind of device, OS, files system, and capacity of devices but not with amount of data. For the urgent and Holiday's service request, will charge moure additional 30% of normal recovery fee. To guarantee the satisfaction and successful, CU will charge for DR service when customer accept the recovered data only. |
|---|--|

Agreement

- Allow CU to Opening HDA Cover if necessary (Opening HDA cover = no HDD Warranty)

 Agree Disagree Call
- Notice that there is some possibility of data recovery failure and the product damaged during the operation
- Data Recovery Fee Baht Other Service (.....) Baht
- I, customer agree with above all conditions

Customer 's Name : Service Officer's Name :

Data Recovery Receipt

I had receive the media and data.

Customer's Name : Tech. Name :

Date : Date :

please mark (X) in your selection based on levels of the satisfaction

Excellent Good Fair Dissatisfaction