



Data Recovery Work Order

Name: _____

Address: _____

City: _____

State: ____ Zip Code _____ - _____

Email Address: _____

Phone Numbers: _____

Drive / Media manufacturer: _____
(example: Western Digital)

Model Number(s): _____

Serial Number(s): _____

Capacity of device: _____
(example: 4GB)

Operating System of device: _____
Example: Windows server 2003, Windows XP, MAC OSx, Linux ...

Is your system is running a raid array? If so, what level of raid are you using?

(Circle one) Raid 0 Raid 1 Raid 5 Raid6 Raid10 Other: _____

How many devices are you sending in? : _____

What Data would you like to recover? Please provide directory names and application names. (I.e. Quickbooks and c:\projects folder)

Bray Technologies offers express service (additional \$100 per device) and standard service. With express service your data recovery diagnosis will start within one business day of receipt of the device. With standard service, your data recovery diagnosis will start within 3 to 5 business days of receipt of the device.

Check one:

Express service (additional cost of \$100 per Device above diagnosis fee)

Standard Service

Pricing structure:

*Media is the storage medium we return your data on. This is normally an external hard drive @ \$99 to \$149

*Shipping is based on the cost for return shipping service level – Next day, ground, ect....

Basic Recovery starts at \$250 per device + Media + return shipping

Advanced recovery starts at \$450 per device + repair parts + Media + return shipping

Clean room repair starts at \$750 per device + repair parts + media + return shipping

Raid recovery starts at \$600 per device + additional services + repair parts + media + return shipping

We charge accordingly to the difficulty level and time spent on recovery. We feel this is the fairest method. If your drive is an easy recovery, you are charged the lower rate. The raid arrays start at \$600 per drive. Additional services may be charged if we have to repair a physical problem in our clean room like a platter swap or head stack replacement.

You are required to pay the diagnosis fee prior to any work being performed. You will be presented with the firm quote once the diagnosis is finished. Some of our quotes are based on a range like \$900 to \$1100 based on parts that might be required. When a hard drive model is discontinued, our only option is to purchase used hard drives for parts. Sometime these used drives parts are not perfect and we may need to purchase multiple drives.

Diagnosis fee required upon receipt. The diagnosis fee is applied toward the repair cost but is non-refundable if you choose not to have the recovery performed or the device is not recoverable.

Standard service diagnosis is \$99 per device

Express service is \$199 per device and will be started within one business day of receipt.

Bray Technologies Inc. accepts Visa, MasterCard and Discover:

Circle card type: Visa Master Card Discover

Name printed on the card: _____

Card Number: _____

Expiration date: ____/____

3 digit Security code from back of card: _____

Legal Agreement: Terms and conditions

In no event will Bray Technologies Inc. be liable for any damages whatsoever, including without limitation damages for loss or damage occurring in transit, loss of data, loss of business profits, business interruption, or other pecuniary loss, or incidental, consequential or indirect damages arising from the Engagement, even if Bray Technologies Inc. or an authorized representative has been advised of the possibility of such damages. Customer acknowledges that the estimated and actual fees and charges reflect this limitation of liability and allocation of risk. The parties agree the total liability of Bray Technologies Inc. to Customer under this Agreement shall in no event exceed the total sums paid by Customer to Bray Technologies Inc.

Customer's Representation and Indemnification.

Customer warrants to Bray Technologies Inc. that it is the owner of, and/or has the right to be in possession of, all equipment/data/media furnished to Bray Technologies Inc., and that its collection, possession, processing and transfer of such equipment/data/media is in compliance with data protection laws to which Customer is subject; and Customer will defend, at its expense, indemnify, and hold Bray Technologies Inc. harmless against any damages or expenses that may occur (including reasonable attorneys' fees), and pay any cost, damages, or attorneys' fees awarded against Bray Technologies Inc. resulting from Customer's breach of this section.

Additional terms

The parties agree that the laws of the state of Indiana shall govern this Agreement and agree to venue in Indianapolis, IN; provided, however, that if any provision of this Agreement is in violation of any applicable law, such provision shall to such extent be deemed null and void, and the remainder of the Agreement shall remain in full force and effect. Except for the obligation to make payments, nonperformance of either party shall be excused to the extent performance is rendered impossible due to causes beyond such party's reasonable control. This Agreement, together with any exhibits or other attachments provided by Bray Technologies Inc., constitutes the entire Agreement between the parties in relation to this subject matter and supersedes all other terms including any Customer purchase order terms.

I agree to the Legal Agreement: Terms and conditions, Customer's Representation and Indemnification and Additional terms.

Customer Name Printed: _____

Customer Signature: _____

Date: ____/____/____

Preparation Instructions for RAID array

- 1) Call us to discuss your issue before removing any drives from your server.
- 2) If possible, send the complete server to us with the drives in their original order. This makes recovery faster and cheaper when we have the controller available for configuration review
- 3) If you can't send the server, mark all drives in the order in which they are placed in your tower / server. Use a sharpie marker and label the drives. Most drive bays have a number assigned to them. It is best to use this number as a reference. Please do not send drive trays with your hard drives. We do not need them or want them.
- 4) If the drive bays are difficult to determine the order you can trace the cabling to the controller and document the port on the controller for each drive.

Shipping instructions

- 1) Wrap your media in antistatic bubble wrap or antistatic material of some sort
- 2) Please media in box twice the size of the device(s) and fill with packing material of some kind. Make sure the box is filled with material and the device is placed in the center of the material.
- 3) Include the signed copy of the work order along with credit card payment information.
- 4) Seal the box with packing tape and send to the address below
- 5) Send via Fedex or UPS and require a signature for delivery. Saturday morning deliveries are accepted until 12pm.

Bray Technologies Inc.
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