



RAID Data Recovery Terms of Service (rev. 250310)

You are entering into an agreement for RAID data recovery services with David Blizzard LLC (DBA Blizzard Data Recovery). You acknowledge that the media might not be recoverable. You are entering this agreement because you own the media or you are authorized by the owner of the media to request data recovery services.

You understand that conventional hard disk drives are delicate and require at least 2 inches of padding on ALL sides. You are responsible for the safe arrival of your devices! Do not send power cords, cables, and external enclosures. They will be discarded and not returned. You understand that data recovery services cannot be guaranteed. You agree to hold Blizzard harmless not only for failure to retrieve data, but also for any data recovery efforts that result in more damage. Some actions taken by Blizzard could cause damage that makes data recovery more difficult or even impossible for another data recovery service. There is no service charge if data is not recovered, but you must pay return shipping. Declined recoveries are charged \$35 per device if you want them returned plus shipping costs. We do not offer refunds after a recovery has been delivered. You will be charged one of the following amounts if your recovery is successful.

For RAID recovery we charge \$300 for each RAID member device (Up to 1TB*).

*Storage devices over 1TB are charged an additional \$100 per terabyte, each.

SATA, EIDE, and SAS drives are supported for RAID recovery, but only SATA and EIDE are supported for mechanical failure. Free return media is provided, but the size and type are our choice. Free return media is provided for the sole purpose of delivering your data to you, and there is no warranty by Blizzard. Return media is not encrypted except by request for a \$100 fee. Additional copies to customer-provided return media are charged at \$50 per copy. Free return shipping via USPS is also provided as a convenience (continental US only). You can request and pay for alternate shipping methods.

We do not offer international shipping. You must provide an address in the USA.

A \$25 discount has already been applied per disk drive so we can keep your original drives for parts. If you want them returned you will be charged \$25 per drive plus shipping and handling. After 30 days any device(s) still in our possession are considered abandoned and may be used for parts or experiments. Our recovery rate is for targeting your personal files and does not include program and system files or settings. For Apple users with photo libraries we only provide masters & originals, not derivatives or system data. Our rates are subject to change at any time. Our website reflects our current recovery prices and supersedes any printed or saved media.

How many Drives: _____ Per device capacity/size: _____

Device brand: _____ Model/Type: _____

Email: _____ Phone # _____

Print Name: _____ Date: _____

Signature: _____

Has someone previously tried to recover/repair/rebuild your RAID? [] Yes [] No

Were any of your drives dropped? [] Yes [] No Were any drives opened? [] Yes [] No

(Optional) How did you hear about us? [] Google [] Bing [] Yahoo [] Facebook [] Other _____

Notes:

Ship to:

Blizzard Data Recovery
64 Sailors Drive Suite 120
Ellijay, GA 30540-3744

Provide your return address: