

PRINT · FILL IN · ENCLOSE WITH YOUR DEVICE

SEND YOUR DEVICE TO · POST FULLY INSURED, OR DROP OFF · MON-FRI 9AM-5:30PM

Guildford Data Recovery, Building 2, Ground Floor, Guildford Business Park, Guildford, GU2 8XH

Seal your device inside a padded envelope or small box and enclose this form. There's no collection service — post it to us fully insured, or drop it in.

Send the drive, not the machine: if it's a laptop, PC, Mac or a CCTV/DVR recorder, take the drive out and send just the drive — any computer shop can do this in minutes.

Exceptions: an external drive in its own enclosure, and a NAS unit, can both be sent whole. Fusion Mac? Send both drives, each labelled. **We don't recover mobile phones or tablets.**

1 YOUR DETAILS

FULL NAME

EMAIL

POSTAL ADDRESS

TOWN / CITY

PHONE

COMPANY (IF ANY)

POSTCODE

2 YOUR DEVICE

DEVICE TYPE — TICK ALL THAT APPLY

☐ Hard drive

☐ Memory card

☐ NAS

☐ SSD / NVMe

☐ Mac / MacBook

☐ Server

☐ External drive

☐ Laptop / PC

☐ SAN

☐ USB stick

☐ RAID

☐ Other

MAKE / MODEL

CAPACITY

NO. OF DRIVES

RAID / server: send the drives only (not the enclosure or controller), each labelled with its bay order — 1, 2, 3... NAS: the whole unit is fine too.

3 WHAT'S HAPPENED

THE FAULT — TICK ALL THAT APPLY

☐ Dropped / damaged

☐ Electrical surge

☐ Virus / ransomware

☐ Won't power on

☐ Deleted files

☐ Other

☐ Clicking / grinding

☐ Formatted

☐ Water / fire

☐ Corrupt / RAW

TELL US WHAT HAPPENED (ANY WARNING SIGNS, NOISES, OR RECENT EVENTS)

4 WHAT YOU NEED BACK

THE FILES & FOLDERS YOU NEED MOST — BE AS SPECIFIC AS YOU CAN (FILE TYPES, FOLDER NAMES, DATES, DRIVE LETTERS)

APPROX. AMOUNT OF DATA

PASSWORD / RECOVERY KEY (IF ANY)

We'll email and phone you once your media is diagnosed. 01273 964902 · brighton-datarecovery.co.uk

No fix, no fee on most jobs