

# DIAGNOSTICS REQUEST FORM

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Don't Panic: data recovery  
Office: 02-655-2382  
Fax: 02-655-2380  
Email: sos@datarecoverythailand.com

## Instructions:

You must fill all the fields in order, before submitting your media for recovery.  
Failure to fill all the fields - including the fields on the 2nd page, could result in a delay in the recovery process.  
After filling all the fields, please press on the button on the upper right corner to save the file locally and email / fax to us.

## Contact Information:

Name:	Company:
Phone:	Fax:
Mobile:	
Email:	
Address:	

## Data loss details:

Media type:	Media size:
Free space on media:	Number of partitions:
OS type:	File system:

## Problem of media:

What is the reason for the failure or inaccessibility:

What solution(s)/action, if any, have been attempted on the media:

Please specify the Data which is the most important for you to be recovered:  
(folders and file names - example: "my documents")

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## Customer Feedback

Comments:

how did you find us?

Search engine used:  
Keyword used for search:

# Terms of Service

- **Authorization**

The client authorize Don't Panic, its employees and agents to receive and transport this media/equipment to, from and between their legally registered facilities. Client authorizes Don't Panic to use any and all means necessary to recover the data from this media.

- **Legal Rights**

The client is the legal owner, representative or otherwise has a legitimate rights to the property and all the data contained in the media that is attached with this contract.

Any property left with Don't Panic unclaimed for 10 days will be disposed.

- **Limited Liability**

Don't Panic shall not be liable to any claims whatsoever regarding the physical functioning of the equipment/media or the condition or existence of data on the storage media supplied, before or after the service.

Don't Panic is not liable for any direct or indirect damages, including loss of data, loss of revenue, incidental or consequential, before, during or after the service.

- **Confidentiality**

Don't Panic and its officers and employees agree to absolute non disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.

- **Payment**

After the diagnostic is done and the price quotation was agreed on, the client will transfer the full amount agreed upon, prior to the release of the data (whether downloaded, shipped, copied or picked up).

- **Media and Data Recovered Warranty**

Don't Panic gives a warranty on all returned media and recovered data bought from Don't Panic, for the duration of 14 days from the date of the shipment of the above. Any additional warranty claims for the media at a later stage, must be delivered to the original manufacturer of the media within the warrantee period.

- **Diagnostic**

In case of recovery of data, in the process of diagnostic and in case the data will not be bought, it will be kept on our servers for a period of 15 day.

- **Shipping**

All shipping charges are the responsibility of the customer regardless of the outcome of the recovery process, unless otherwise will be advised by Don't Panic.

Approved by (print letters):

Date: