## SOUTHAMPTON DATA RECOVERY SHIPPING FORM

PRINT · FILL IN · ENCLOSE WITH YOUR DEVICE

**GET A QUOTE FIRST, THEN SEND YOUR DEVICE TO · POST FULLY INSURED, OR DROP OFF · MON–FRI 9AM–5:30PM · NO APPOINTMENT NEEDED**

**Guildford Data Recovery**
Building 2
Ground Floor
Guildford Business Park
Guildford
GU2 8XG

Get a quote first, by phone or with the form on our website. Then seal your device inside a padded envelope or small box, enclose this form and post it to us fully insured, or drop it in at the address above, Monday to Friday, 9am to 5:30pm (no appointment needed). There's no collection service.
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). Storage soldered to the board (T2 and Apple silicon Macs, soldered laptop flash) is not taken on; if you're not sure which kind you have, ring us first.
*Exceptions: a single external drive comes whole, in its enclosure, with its cable and power supply. NAS: the disks if you can take them out (labelled by bay), otherwise the whole NAS. Fusion Mac? Send both drives, each labelled. No phones or tablets.*

### 1 YOUR DETAILS

FULL NAME

PHONE

EMAIL

COMPANY (IF ANY)

POSTAL ADDRESS

TOWN / CITY

POSTCODE

### 2 YOUR DEVICE

DEVICE TYPE — TICK ALL THAT APPLY

- ☐ Hard drive
- ☐ SSD / NVMe
- ☐ External drive
- ☐ USB stick
- ☐ Memory card
- ☐ Mac / MacBook
- ☐ Laptop / PC
- ☐ RAID
- ☐ NAS
- ☐ Server
- ☐ SAN
- ☐ Other

MAKE / MODEL

CAPACITY

NO. OF DRIVES

*RAID or server: send the drives only, not the enclosure or controller, each labelled with its bay order, 1, 2, 3… NAS: the disks if you can take them out (labelled the same way), otherwise the whole unit.*

### 3 WHAT'S HAPPENED

THE FAULT — TICK ALL THAT APPLY

- ☐ Dropped / damaged
- ☐ Won't power on
- ☐ Clicking / grinding
- ☐ Water / fire
- ☐ Electrical surge
- ☐ Deleted files
- ☐ Formatted
- ☐ Corrupt / RAW
- ☐ Virus / ransomware
- ☐ Other

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)