



Work Request Form

If you have any questions regarding this form, please contact us on 0800 DATALAB (32 82 522)

Contact Details

Your Name:

Company Name (if applicable):

Physical:

Email address:

Contact number (mobile preferred):

Information about your Media for Recovery

(Complete to the best of your knowledge)

Operating system (circle) Windows MAC Linux Phone Other

Situation of Failure – Description of problem (noises, error messages, etc)

List your most important files/directories including the name of **ONE** important file. If any of this data is required by a specific date, please list file name(s) and date required.

IMPORTANT

	Yes	No
Can we break the seals on the media if necessary? <i>(be aware that this may void warranties of your media)</i>		
I have read and understood the Terms and Conditions overleaf		
Do you want your original media returned to you if we are <u>not</u> able to recover data/files? <i>(There will be a fee of \$20 plus GST for this service)</i>		

www.datalab.co.nz

Level 1, 399 Khyber Pass Rd, NEWMARKET, AUCKLAND 1023 | PO Box 99013 Newmarket
Freephone 0800 DATALAB (3282522)

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Terms and Conditions

Please read and sign

1. Authorisation
 - i. The client authorises Datalab, its employees, and agents to receive and transport this media/equipment/data to, from, and between their legally registered facilities.
2. Legal Rights
 - i. The client warrants that they are the legal owner, representative or otherwise and has legitimate rights to property and all data contained therein sent to Datalab.
 - ii. Any property unclaimed for 90 days will be disposed of unless prior arrangements made.
 - iii. Faulty hard drives will become the property of Datalab unless a specific request for return is made by the client in which case the client will be liable for a charge of up to \$30 plus GST for freight and handling.
3. Limited Liability
 - i. Datalab shall not be liable for any claims regarding the physical functioning of equipment or media or the condition or existence of data on storage media supplied before, during, or after service.
 - ii. Datalab shall not be liable for any direct or indirect damages, including loss of data or loss of revenue, incidental or consequential, before, during or after service.
4. Confidentiality
 - i. Datalab, its officers, employees, and agents agree to absolute non-disclosure of any and all information or data files supplied with, stored on, or recovered from client equipment.
5. Payment
 - i. Payment in full is required before return of any recovered data unless by special previous arrangement.
 - ii. Payment may be made by credit card or internet banking. We accept Visa and MasterCard credit cards.
 - iii. Debt collection fees will become the responsibility of the client if the account is not paid in full by due date.
6. Media Warranty
 - i. Datalab gives warranty only on the recovered data copied to any return media found to be "dead on arrival" within 10 days of shipment. Any additional warranty claims must be presented to the original manufacturer.
 - ii. Datalab will retain a copy of all recovered data for 14 days from date of shipment to ensure against "dead on arrival" instances.
7. Shipping
 - i. All shipping charges are the responsibility of the client regardless of whether the data is recovered or not.
8. Data Retention
 - i. Datalab will retain a copy of any/all recovered data for a period of 14 days unless specified by the client. Data will be securely destroyed after 14 days has elapsed.
 - ii. An additional copy of retained data may be requested by the client for a fee. Datalab will always ask for suitable identification before supplying copies of retained data.
 - iii. Longer-term storage of retained data may be arranged for a nominal fee.
9. Legal Obligations
 - i. Nothing in this agreement shall override the laws and statutes of New Zealand.

I accept Datalab's Terms and Conditions

Signature:

Date:

Packaging Instructions

1. Please package your equipment as securely as possible, using bubble wrap, a snug fitting and strong cardboard box for hard disk drives, etc, to minimise any possible damage in transit.
2. USB sticks/flash drives and memory cards may be wrapped in bubble wrap and a padded envelope.
NZ Post has a wide selection of suitable packaging options available.
3. We are located in a commercial building which does not have standard postal service. Items sent to our street address by standard post cannot be delivered and will be returned.



Cut here and use as a **courier address label**

COURIER to:

Datalab NZ Ltd

Level 1, 399 Khyber Pass Rd

NEWMARKET

PO Box 99013 Newmarket, Auckland 1149

AUCKLAND, 1023

NEW ZEALAND

FRAGILE