

Tel: (021) 555 2371  
 Fax: 086 520 8351  
 Email: contactus@datafirst.co.za

Units 13-14, Millennium Business Park  
 Edison Way, Century City, 7441  
 BOX 6633, Roggebaai, Cape Town, 8012

## CLIENT DETAILS

CLIENT REF #:

JOB #:

<b>CONTACT PERSON:</b>		<b>COMPANY NAME:</b>	
<b>PHYSICAL ADDRESS:</b>		<b>POSTAL ADDRESS:</b>	
<b>TELEPHONE #:</b>		<b>MOBILE #:</b>	
<b>E-MAIL ADDRESS:</b>			
<b>WEBSITE ADDRESS:</b>			
<b>CAN WE ADD YOU TO OUR MAILING LIST?</b>		<b>YES</b>	<b>NO</b>
		<b>ALREADY ON</b>	
<b>HOW DID YOU HEAR ABOUT US?</b>		<b>VAT REG NUMBER:</b>	

## MEDIA DESCRIPTION & INFORMATION

<b>MAKE:</b>	<b>MODEL:</b>
<b>SERIAL #:</b>	
<b>CAPACITY:</b>	
<b>OPERATING SYSTEM:</b>	<b>FILE SYSTEM:</b>
<b>MEDIA IS PART OF :</b> <input type="checkbox"/> NOTEBOOK <input type="checkbox"/> SERVER <input type="checkbox"/> DESKTOP <input type="checkbox"/> EXTERNAL MEDIA <input type="checkbox"/> OTHER	
<b>FAULT DESCRIPTION / CIRCUMSTANCES OF FAILURE:</b>	
<b>MEDIA STATE:</b> <input type="checkbox"/> SPINNING <input type="checkbox"/> DETECTING <input type="checkbox"/> NOT DETECTING <input type="checkbox"/> UNUSUAL SOUND <input type="checkbox"/> OTHER	
<b>MOST IMPORTANT FILES NEEDED:</b>	
<b>MOST IMPORTANT?</b> <input type="checkbox"/> DATA <input type="checkbox"/> WARRANTY	
<b>HAVE YOU ATTEMPTED TO RECOVER THE DATA?</b>	
YES                      NO	
<b>IF YES, PLEASE SPECIFY WHERE AND HOW:</b>	

FOR OFFICE USE ONLY

## QUOTE INFO

## TECH NOTES

<b>PROBABILITY OF RECOVERY:</b>	PCB =	<b>RETURN MEDIA</b> YES    NO
<b>ESTIMATED TIME:</b>	HSA =	
<b>LABOUR RATE: R</b>	MOTOR =	
<b>SPARES COST: R</b>	FW =	
	MODS =	

### 1. Authorization and cost of recovery

- The client authorizes DataFirst Digital Solutions (Pty) Ltd to conduct an evaluation of the media or data sent to determine the nature of the damage and provide a quotation for the recovery there of, timing and estimated success rate.
- The evaluation is free and no work beyond this evaluation will be charged without explicit client approval unless quoted prior to receiving the media
- A "no recovery, no charge policy" is applicable, unless otherwise stated.
- The Client authorizes DataFirst Digital Solutions (Pty) Ltd, its employees and agents, to receive and transport this media/equipment/data to, from and between their legally registered facilities.
- For insurance purposes, all fault reports will be charged at R450.00 excluding VAT.
- In the event you require a damaged/opened hard disk drive back a re-assembly fee of R450.00 excluding VAT will be charged as we do not under normal circumstances return the damaged/opened hard disk drive unless an agreement has been made prior to work commencing.
- Please note, we do not do refunds, but credits are given in credit note format.
- Please note that all data that has left the DataFirst Digital Solutions (Pty) Ltd premises will be treated as satisfactory to the client and paid for. Any variations of this must be cleared with management.
- Although DataFirst Digital Solutions (Pty) Ltd do their utmost to ensure the data presented is of good integrity and virus free DataFirst Digital Solutions (Pty) Ltd cannot be held liable for loss of data or damage caused by the recovered data.

### 2. Legal Rights

- The client acknowledges that they are the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein which has been delivered to DataFirst Digital Solutions (Pty) Ltd.
- Any property left at the premises of DataFirst Digital Solutions (Pty) Ltd unclaimed for 14 Days will be disposed of.

### 3. Liabilities

- The client acknowledges that the data and/or equipment are already damaged and that any effort by DataFirst Digital Solutions (Pty) Ltd to analyse and recover data may result in further damage to the equipment and/or data. (All precautions are taken to ensure the integrity of the data is preserved and equipment is not damaged further)
- DataFirst Digital Solutions (Pty) Ltd shall not be held liable for any claims regarding the physical functioning of the equipment and / or media or the condition or existence of data storage media before, during or after service.
- DataFirst Digital Solutions (Pty) Ltd will further not be held liable and is hereby indemnified by the Client for any direct or indirect damages, including loss of data, loss of revenue, expenses, cost, damages, demand and claims, illness or

injuries, or death of any and all persons or employees, including their own employees or employees of sub-contractors, and / or damage to the property incidental or consequential, before during or after the service.

- All equipment handed to DataFirst Digital Solutions (Pty) Ltd will remain the property of Data First until the invoice is paid in full.

### 4. Client Confidentiality

- The Client agrees that DataFirst Digital Solutions (Pty) Ltd may use any information or data supplied with the storage media for the purpose of fulfilling the engagement.
- DataFirst Digital Solutions (Pty) Ltd agrees to maintain strict Client confidentiality. All information, data and equipment handed over or recovered by DataFirst Digital Solutions (Pty) Ltd shall be deemed confidential and proprietary to our Clients and shall not be disclosed to any third parties in any manner. Data media and recovered data are handled only by designated and authorised personnel appointed by management of DataFirst Digital Solutions (Pty) Ltd.

### 5. Pricing and Payment

- All prices quoted exclude shipping, bank charges or any other taxes or costs.
- Payment is due in full upon completion of successful recovery, prior to release of data (whether shipped, picked up or downloaded), unless terms have been approved.
- Company cheques, cash and bank transfers are welcome.
- Should you, our client, not abide by this agreement and payment terms, then by process of law, Data First Technology Solutions may enforce the payment there of by handing your account over for collection. Please note that should this happen that you, our client, are liable for all legal costs that will be incurred.
- No cash refunds, only credits granted.

### 6. General

- All quoted jobs which are declined and not collected within 14 shall be disposed of.
- DataFirst Digital Solutions (Pty) Ltd cannot take responsibility for incorrect media booked in and accepted by clients for data recovery. Full fees are payable for a recovery performed on media that requires repairs and/or spares but brought in incorrectly by clients.
- Should you not collect or communicate when you shall collect your completed job within 3 days of completion, we reserve the right to charge a handling fee of 5% on the total amount, excluding VAT.
- It is expressly recorded that once the data as recovered has left the premises DataFirst Digital Solutions (Pty) Ltd the client accepts the due and proper performance of DataFirst Digital Solutions (Pty) Ltd in its duties. Should the recovered data cease working for whatever reason after it has left the premises of DataFirst Digital Solutions (Pty) Ltd then the client shall be liable for all costs incidental thereto. The Client is therefore urged to confirm the successful recovery of data prior to leaving the premises of DataFirst Digital Solutions (Pty) Ltd.

Thank you for your support

Full Name

Date

Authorized signature