



INTRATEC GROUP

Intratec Group (Pty) Ltd.

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Head Office

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DIAGNOSIS REQUEST FORM – WORKS ORDER

CLIENT DETAILS

CONTACT PERSON:		COMPANY:					
POSTAL ADDRESS:		PHYSICAL ADDRESS:					
TEL:		FAX:					
MOBILE:		E-MAIL ADDRESS:					
WEBSITE ADDRESS:							
CAN WE PUT YOU ON OUR MAILING LIST:		YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	ALREADY ON	<input type="checkbox"/>
REFERRED BY:					VAT REG NUMBER:		

DRIVE / MEDIA DESCRIPTION

MAKE:		MODEL:					
SERIAL NO:		MANUFACTURE DATE:					
CAPACITY:		FILE SYSTEM:					
OPERATING SYSTEM:		PARTITIONS:					
TYPE OF COMPUTER (Laptop, Workstation, Server):							
FAULT DESCRIPTION/CIRCUMSTANCES OF FAILURE:							
DRIVE STATE (Spinning, Detected in BIOS, Dead):							
IMPORTANT FILES NEEDED:							
MOST IMPORTANT (Data or Drive Warranty):							
HAVE YOU ATTEMPTED TO RECOVER THE DATA? IF YES, PLEASE SPECIFY:							

FOR OFFICE USE							
SW	<input type="checkbox"/>	EM	<input type="checkbox"/>	Return media		Yes	No
% CHANCE:							
TIME FRAME:							
LABOUR:	R						
SPARES:	R						

1. Authorization and cost of recovery

- The client authorizes Intratec Group (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 Intratec Group (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 R850.00 Ex VAT.
- In the event you require a damaged/opened hard disk drive back a re-assembly fee of R850.00 Ex 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 Intratec Group (Pty) Ltd premises will be treated as satisfactory to the client and paid for. Any variations of this must be cleared with management.
- Although Intratec Group (Pty) Ltd, do their utmost to ensure the data presented is of good integrity and virus free Intratec Group (Pty) Ltd cannot be held liable for loss of data or damage caused by the recovered data.

2. Legal Rights

- The Client acknowledges that he is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein set to Intratec Group (Pty) Ltd.
- **Any property left with Intratec Group (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 Intratec Group (Pty) Ltd to analyse and recover data may result in further damage to the equipment and / or data.
- Intratec Group (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.
- Intratec Group (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 Intratec Group (Pty) Ltd will remain the property of Intratec until the invoice is paid in full.

4. Client Confidentiality

- The Client agrees that Intratec Group (Pty) Ltd may use any information or data supplied with the storage media for the purpose of fulfilling the engagement.
- Intratec Group (Pty) Ltd agrees to maintain strict Client confidentiality. All information, data and equipment handed over or recovered by Intratec Group (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 Intratec Group (Pty) Ltd.

5. Pricing and Payment

- All prices quoted exclude 14% Value Added Tax, 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, Intratec Group (Pty) Ltd 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.
- RAW data has to be viewed within 7 days, if you do not view the RAW data nor decline the data this will automatically be invoiced.
- Please be reminded that Intratec Group (Pty) Ltd request payment within 5 working days from receipt of invoice.
- **No cash refunds, only credits granted.**

6. General

- **Unrecovered or cancelled drives, not collected within 14 days will be disposed of!**
- **Intratec Group (Pty) Ltd cannot take responsibility for incorrect drives brought in by clients for data recovery. Full fees are payable for recovery done off drives brought in incorrectly by clients.**
- **Should you not collect your data within a 3 days of completion, we reserve the right to charge a handling fee of 5% on the total amount, ex VAT.**

Thank you for your support

Name and Signature

Date