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INTRATEC GROUP

Intratec Group (PTY) LTD
Unit S11, Spearhead Business Park
Montague Drive
Montague Gardens
PO Box 225, Century City, 7441

CLIENT DETAILS

JOB#

Contact Person:	Company:
Postal Address:	Physical Address:
ID Number:	
Tel:	Cell:
Email:	VAT Number:
SUBSCRIBE TO OUR NEWSLETTER: YES <input type="checkbox"/> NO <input type="checkbox"/>	
HOW DID YOU HEAR ABOUT INTRATEC? GOOGLE <input type="checkbox"/> FACEBOOK <input type="checkbox"/> INSTAGRAM <input type="checkbox"/> TWITTER <input type="checkbox"/> LINKEDIN <input type="checkbox"/> OTHER, PLEASE SPECIFY: _____	

DRIVE/ STORAGE MEDIA DESCRIPTION:

Make:	Capacity:
Serial Number:	File System:
Operating System:	Password if applicable:
Type of storage media: (laptop, workstation, Server)	Important Files:
Fault Description: (not detecting, deleted files, making odd sounds)	
Booked in with media: (cables, power supply, bag)	Have you attempted recovery, if yes, please specify:

FOR OFFICE USE:

SW	EM	RW	Return Media:	Yes	No	R: DRIVE	M:DRIVE	Amount of Data Recovered:	Size of DD Required:
REC:	ACC:	PAID:	NRD INV:	Destination Drive Format: Technical Notes: COPIED BY: _____ DATE: _____ CHECKED BY: _____ DATE: _____					
NRD:	CAN:	DD BK:	NRD PAID:						
IMM:	COL:	DD COPY:	NR:						
QUO:	INV:	DD COL:	NR INF:						

Admin Notes:

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.
- Fault reports for insurance purposes, 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.
- Booked in hard drives are already damaged and in a fragile state. Intratec will not be liable for any further damages, which might occur with the assessment or recovery process.

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 sent to Intratec Group (Pty) Ltd.
- The client remains liable for payment, regardless if he/she is acting on behalf of a 3rd party.
- By making payment, the client accepts the recovered data and that the received data is satisfactory.
- Should the client fail to make contact within 14 days, hardware and data will be disposed.
- *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 analyze 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 authorized personnel appointed by management of Intratec Group (Pty) Ltd.

5. Pricing and Payment

- All prices quoted exclude 15% Value Added Tax, shipping, bank charges or any other taxes or costs.
- On acceptance of a RAID Recovery quote, we will continue with the job. Please ensure that the non-refundable deposit is paid within 7 working days.
- Data will only be released on receipt of full payment or as per the agreed payment terms.
- Late payments and payments due under specific payment terms, will incur interest of 5% monthly, until arrears / outstanding accounts are paid in full.
- Payment methods are strictly cash or EFT.
- 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. Should you deviate from the agreed payment terms, all legal and collection costs will be charged to the client's account.
- 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.
- Intratec will issue a credit note, which can be utilized for future services, no refunds will be considered.

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 of drives brought in incorrectly by clients.
- Should you not collect your data within 3 days of completion, we reserve the right to charge a handling fee of 5% on the total amount, ex VAT.
- For any EM (Electro Mechanical) jobs and jobs that consist of more than one device, a partial recovery will be seen as a full recovery if all our work was done according to our policies and systems, except if specific needs are noted on this form.

Thank you for your support

I have read and understand the above terms and conditions.

Name and Signature

Date