

# Ontrack® Data Recovery

## Photo Recovery Service Request Form

Step 1: Complete this form online, print & sign

Step 2: Review enclosed shipping options & locations

Step 3: Include this Service Request Form inside your package

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### 1. Customer Contact Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address 1: \_\_\_\_\_ Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

### 2. Photo Recovery Fee and Service

For the fee of **\$995.00 USD**, Ontrack will recover all digital photo files possible (\*.JPG, \*.JPEG, \*.JPE, \*.JFIF, \*.BMP) from a single laptop hard drive, single desktop hard drive, single external hard drive, CD, DVD, CompactFlash, Memory Stick, Microdrive, MultiMediaCard, SD Memory Card, SmartMedia Card and USB Stick.

- For recoveries of multi-drive systems, servers, other storage formats or other photo files, please contact Ontrack.
- Photo Recovery service will be performed during normal business hours and typically takes 7 days to complete.
- The recovered files will be copied to DVD media and returned to you.
- Shipping fees, insurance, alternative media and services for multiple drives/media are subject to additional charges.

### 3. Free Drive/Media Erasing, Recycling and Disposal

Ontrack will securely and permanently erase ALL data on your submitted drive/media and safely dispose of the drive/media in an environmentally friendly manner. Any useful components may be used by Ontrack for future recoveries.

Yes, please. (Your initials: \_\_\_\_\_)

No, thank you. Please return my submitted drive/media

### 4. Payment Method

Credit Card (check one)	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Amex	<input type="checkbox"/> Discover
Card number _____	_____	_____	_____	Exp. date _____ Mo. _____ Yr.
Print card holder's name: _____	Signature of card holder: _____			

### 5. Authorize Recovery Process and Fee

By signing below you authorize Ontrack to charge the fee, immediately proceed with your photo recovery and return or dispose of your submitted drive/media/data as indicated above. You also agree that this photo recovery request will be performed under the terms and conditions set forth at [www.ontrackdatarecovery.com/photo-recovery/terms.aspx](http://www.ontrackdatarecovery.com/photo-recovery/terms.aspx), which you have read and understand.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

# Ontrack® Data Recovery

## Photo Recovery Shipping Options

### Choose Desired Shipping Method

#### Option 1

#### Free Packaging and Inbound Shipping via Participating The UPS Store® and Mail Boxes Etc.® Locations

1. Complete the Service Request Form online and print all pages.
2. Sign the Service Request Form.
3. Find a participating The UPS Store or Mail Boxes Etc. location near you:
  - a. Visit [www.theupsstore.com](http://www.theupsstore.com) or [www.mbe.com](http://www.mbe.com)
  - b. Or call an Ontrack Data Recovery service representative at 800 872 2599
4. Select an Ontrack Data Recovery lab location below and provide the address to participating The UPS Store or Mail Boxes Etc. associate.
5. Take your media or computer hard drive and a printed copy of your signed Service Request Form (including the Free Packaging & Inbound Shipping offer) to a participating The UPS Store or Mail Boxes Etc. location.

#### Option 2

#### Ship Yourself

1. Complete the Service Request Form online and print all pages.
2. Sign the Service Request Form.
3. Place your media or computer hard drive and a printed copy of your signed Service Request Form in a padded bag or box filled with foam, packing peanuts or crumpled newspaper and seal.
4. Select an Ontrack Data Recovery lab location below for shipping your media package.
5. Take the package to your preferred shipping carrier. We recommend a carrier that provides package tracking.

### Ontrack Data Recovery US Lab Locations

#### Kroll Ontrack

Ontrack Data Recovery Services  
9023 Columbine Rd.  
Eden Prairie, MN 55347  
Phone: 952 937 5161

#### Kroll Ontrack

Ontrack Data Recovery Services  
18350 Mt Langley St Ste 110  
Fountain Valley, CA 92708  
Phone: 714 641 0530

#### Kroll Ontrack

Ontrack Data Recovery Services  
Gateway Plaza  
1 Harmon Meadow Blvd Ste 225  
Secaucus, NJ 07094  
Phone: 201 770 0400

#### Kroll Ontrack

Ontrack Data Recovery Services  
3955 World Houston Parkway  
Building 15 Ste 110  
Houston, TX 77032  
Phone: 281 227 8024

#### Kroll Ontrack

Ontrack Data Recovery Services  
11411 Isaac Newton Square S  
Reston, VA 20190  
Phone: 714 641 0530

# Ontrack® Data Recovery

## Free Packaging & Inbound Shipping

### ATTENTION: Participating The UPS Store® and Mail Boxes Etc.® Associates:

1. Go to: Corporate Accounts > Work Orders > Ontrack Data > Returns.
2. Ship package to location of customers' choice.
3. Questions? Contact The UPS Store or Mail Boxes Etc. Corporate Retail Solutions at 800 546 8008 or an Ontrack Data Recovery service representative at 800 872 2599.

Kroll Ontrack  
Ontrack Data Recovery  
Services  
9023 Columbine Rd.  
Eden Prairie, MN 55347  
Phone: 952 937 5161

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Ontrack Data Recovery  
Services  
18350 Mt Langley St Ste 110  
Fountain Valley, CA 92708  
Phone: 714 641 0530

Kroll Ontrack  
Ontrack Data Recovery  
Services  
Gateway Plaza  
1 Harmon Meadow Blvd  
Ste 225  
Secaucus, NJ 07094  
Phone: 201 770 0400

Kroll Ontrack  
Ontrack Data Recovery  
Services  
3955 World Houston Parkway  
Building 15 Ste 110  
Houston, TX 77032  
Phone: 281 227 8024

Kroll Ontrack  
Ontrack Data Recovery  
Services  
11411 Isaac Newton Square S  
Reston, VA 20190  
Phone: 714 641 0530

### ATTENTION: Data Recovery Customers

We are pleased to offer free packaging and next-day UPS shipping to Ontrack® Data Recovery facilities at over 4,200 participating The UPS Store and Mail Boxes Etc. locations across the United States.

To ensure fast, accurate processing of your shipment, please follow these instructions.

1. Find a participating The UPS Store or Mail Boxes Etc. location near you:
  - Visit [www.theupsstore.com](http://www.theupsstore.com) or [www.mbe.com](http://www.mbe.com)
  - Or call an Ontrack Data Recovery service representative at 800 872 2599
2. Complete and sign the Service Request Form. This document must be included inside your package.
3. Bring the completed Service Request Form and your hard drive or other storage media to any participating The UPS Store and Mail Boxes Etc. location. For desktop computer recoveries, please remove the hard drive from the desktop computer; do not ship the entire desktop computer.
4. Notify the center associate that you are sending your drive/media to Ontrack Data Recovery and select the ship to location of your choice (above). Participating The UPS Store or Mail Boxes Etc. locations will properly package and ship your package at no cost to you.
5. Provide your **name**, **address**, and **phone number** to the center associate.

Upon receipt of your hard drive or media package, Ontrack Data Recovery services will provide you with a confirmation email.

### Questions?

Contact your Ontrack Data Recovery representative at 800 872 2599.

### Restrictions

This free packaging and shipping offer applies only to individual users shipping media from participating The UPS Store or Mail Boxes Etc. locations in the United States. Corporate and Service Partner engagements are excluded from this offer. Customer is responsible for any insurance (i.e. declared value), special handling, or other service costs and such costs will be billed back to the Customer by Ontrack. Please contact your Ontrack Data Recovery representative for details.

Recovery services are provided by Ontrack® Data Recovery, Inc. ("Ontrack"). Neither Mail Boxes Etc., Inc. ("MBE") nor The UPS Store and Mail Boxes Etc. franchise networks are affiliates of Ontrack, and no sponsorship or endorsement is intended or implied. The UPS Store and Mail Boxes Etc. Centers are independently owned and operated by licensed franchisees of MBE, an indirect subsidiary of United Parcel Service, Inc., a Delaware corporation. Products and services may vary by location.