

Job N°
Date :

Dear Sir or Madam,

We thank you for having chosen IN VIRTUEL for your data recovery. We offer a wide range of professional recovery services on every kind of IDE or SCSI hard drives and other media (CD-Rs, CD-RWs, ZIP, floppy disks), and whatever the OS (Windows, Linux, Unix, Mac...).

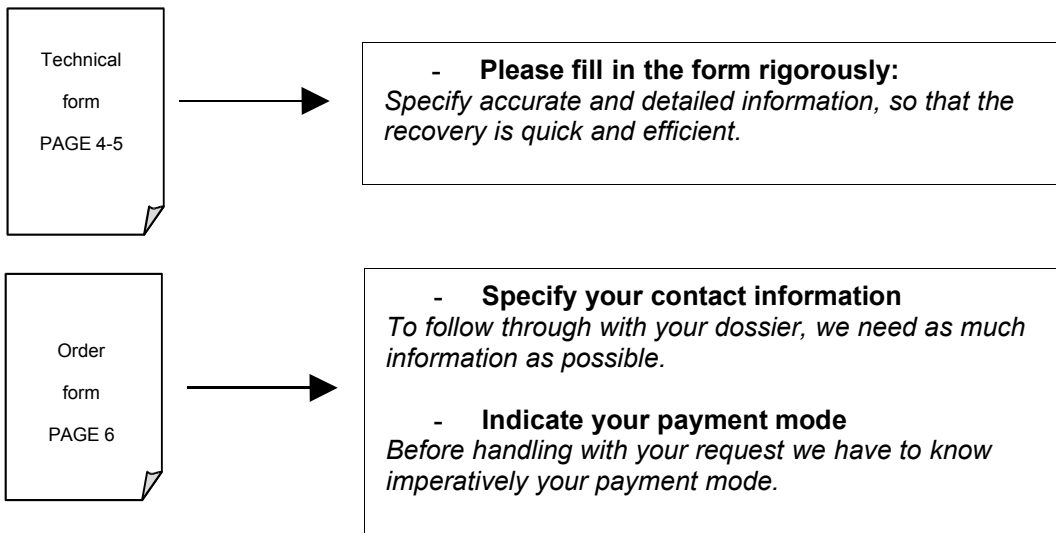
Our activities:

- x Data recovery (www.euodatarecovery.com)
- x Software editor
- x Damaged files recovery (WORD, EXCEL)
- x Forensic

Our objective :

- x A 100% guaranteed service
- x A quick, efficient and free diagnosis (except for mechanical failures)
- x An appropriate solution for each failure
- x An optimal result

The procedure to follow:



You must join these documents imperatively with your sending. We recommend you to follow our instructions concerning the wrapping of your medium to avoid any damage during the shipping.

Please note that you must fax us ((+33) 04 77 67 72 58) this pdf recovery form before sending your medium.

We also recommend you to read carefully our conditions and the procedure (page 2-3-4) that inform you on the recovery process.

Conditions and procedure

The data recovery is made of several stages:

1) The sending of your damaged medium

First of all, you must carefully print and fill in the form (page 5-6), and try to add as many details as you can. In this way, your issue will be dealt with quicker and more efficiently.

Advice to wrap the medium

- x Wrap the medium in an antistatic bag. If you still have the original wrapping, please use it.
- x Use a box that is at least twice as large as your medium and stuff the gaps with newspapers or any other shock absorbing material. To be even safer, you can do the same with the parcel (two boxes in all).
- x Introduce one copy of the form in the parcel together with the medium.
- x Close the parcel properly with selotape.
- x Send a registered parcel by post, or by any conveyor (FedEx...) with the hereunder label.
- x Confirm that you have sent the parcel by email:info@eurodatarecovery.com or by phone:++33 (0) 4 77 71 75 61

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SENDING MODE

- Urgent
- Express
- Normal

IN VIRTUEL
Centre Technologique
25 rue Benoît MALON
42300 ROANNE
FRANCE

2) The diagnosis

As soon as we receive your medium, you are immediately informed to acknowledge receipt and you are allocated a job number that will help us to deal with your issue till the end.

Our electronics engineers make a diagnosis and carry out a recovery strategy. This is completely **FREE** (except for mechanical failures that require maintenance in a clean air environment and the purchase of parts).

Our report and an estimate are sent by fax or email as soon as possible. We will wait for your agreement before recovering any data.

For any problem, you can contact us between 8.00 am and 6.00 pm, Monday to Friday by phone: (+33) 4 77 71 75 61 or by mail: info@eurodatarecovery.com

Nb : If we cannot recover your data at this stage, you do not have anything to pay but the price of the sending to return the medium to you.

3) The data recovery

As soon as we have your agreement, our electronics engineers begin the recovery process. Thanks to our experience and a 15 solutions check-list, you can be sure to get an optimal result.

We contact you when we have recovered the data, in general within 24-48 hours. Then, we send you the data on a CD-ROM or on a new hard disk, depending on the quantity to recover. We keep your data until you have checked them, but they are of course confidential.

4) The follow-through of your dossier

During the recovery process, you can follow-through your dossier on our extranet. Use the login and password that we will email you when we receive your medium.

5) Costs of recovery and payment modes

Our tariffs vary according to the type of failure, the volume of data to recover and the waiting period. We are doing our best to be open and unambiguous from the very beginning concerning the recovery costs. That is why an estimate is systematically sent after our diagnosis.

You can check our price list on our website: www.eurodatarecovery.com

Please note that you must pay us before we send you the data, by the following modes of payment: bank transfer; cash on delivery, cheque...

Technical form (must be joined to the medium)

Please fill in all the fields for us to deal with your request at best. If you have any doubt, leave blank fields.

Job N° :	Company or name:
Date :	Interlocutor :

Description of the medium to recover :

Type (hard disk, CD, flash card, floppy disk, lomega ZIP...)			
Brand			
Model		Capacity	Go Mo
Partitions : Sizes et types (FAT16/32/32x, NTFS...)			
Operating system (DOS, Windows 98, NT, Linux, Mac OS...)			

Description of the problem :

Symptoms	
Origin of the failure	
What did you do on your hard disk?	

Recovery to make as a priority:

Folders and files	
Extensions (.xls, .doc, .zip, .model...)	
Volume to recover (in Go or Mo)	
Password	

Additional information:

(indicate what you have tried so far to solve the problem, use additional sheets if you need).

Order form

JOB n°		Date	
Company			
Interlocutor		Function	
Phone		Fax	
Email			
Address			
City		Postal Code	
Country		Intra VTA n°	

Payment mode:
 Cheque before shipping
To make out to INVIRTUEL
 Cash on delivery (€15 supplement)
 Bank transfer
Please indicate your details such as your company and the job n° you have been allocated. Please fax us the confirmation of transfer certified by your bank before sending: (+33) 04 77 67 72 58
BNP PARIBAS ROANNE JEAN JAURES

Bank code	Sort code	Account n°	Key
30004	00645	00010132076	62

BNP PARIBAS IBAN : FR76 3000 4006 4500 0101 3207 662
 Other (contact us)

Authorization

I the undersigned, _____ allow the IN VIRTUEL company to make a diagnosis on the medium provided according to the conditions described previously.

Company's stamp:
Date:
Signature: