



JOB#

ESTHRANCE IT SOLUTIONS

CLIENT DETAILS

Contact Person:				Company:	
Postal Address:				Physical Address:	
ID Number:					
Tel:				Cell:	
Email:				VAT Number:	
Can we put you on our mailing list:	Yes	No	Existing	Referred By:	

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:	Technical Notes:					
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 Esthrance IT 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 Esthrance IT 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 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 Esthrance IT 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 Esthrance IT Solutions (Pty) Ltd, do their utmost to ensure the data presented is of good integrity and virus free Esthrance IT 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 he is the legal owner, representative, or otherwise have legitimate rights to the property and all data contained therein set to Esthrance IT Solutions (Pty) Ltd.
 - *Any property left with Esthrance IT 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 Esthrance IT Solutions (Pty) Ltd to analyze and recover data may result in further damage to the equipment and / or data.
 - Esthrance IT 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.
 - Esthrance IT 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 Esthrance IT Solutions (Pty) Ltd will remain the property of Esthrance IT Solutions until the invoice is paid in full.
4. Client Confidentiality
 - The Client agrees that Esthrance IT Solutions (Pty) Ltd may use any information or data supplied with the storage media for the purpose of fulfilling the engagement.
 - Esthrance IT Solutions (Pty) Ltd agrees to maintain strict Client confidentiality. All information, data and equipment handed over or recovered by Esthrance IT 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 authorized personnel appointed by management of Esthrance IT Solutions (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, Esthrance IT Solutions (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 Esthrance IT Solutions (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!
 - Esthrance IT Solutions (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 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