



Dear Customer,

Thank you for choosing Stellar Data Recovery Inc. Pioneers and one of the leading providers of Data Recovery and Data safety solutions globally since 1993. We have had the privilege to serve 2,000,000 customers in over 137 countries. Stellar offers data recovery services from its labs in India and Netherlands.

Kindly allow me to showcase our services as to how it can help you to get your valuable data recovered.

Data Recovery Services rendered by us has 2 phases:

**Phase 1** - Diagnosis

**Phase 2** - Data recovery

**Phase 1** - The Diagnosis stage helps us to identify the nature of the problem with the media and evaluate the extent of its impact on the data thereby figuring exactly what needs to be done in order to get the data recovered. At the end of this stage we will be able to provide you with a list of recoverable files. Although we charge a small fee for Diagnosis phase, there are no additional hidden charges towards replacement parts Etc.

**Phase 2** - In the data recovery phase we employ our expertise, tools & techniques to recover your data and provide you in a format most conducive to restore from, this is usually USB Drive or Hard Drive (Charges may apply). On average we take between 3 – 7 Business Days to complete a recovery (As per standard service plan other than time spent on diagnosis).

The Service enclosures list all the details you need to benefit from our service, to avail Diagnosis please follow these steps:

- STEP 1 – Enter your contact details and address(s) on Job Service request form on page 2.
- STEP 2 – Complete the 'Service Agreement Details' on Job Service request form on page 2.
- STEP 3 – Complete the 'Technical Sheet' on page 3.
- STEP 4 – Follow the 'Shipping Recommendations' on Page 4 and send the completed pages to us.

We recommend you to carefully read the terms and conditions of the services agreement that are enclosed herewith before ordering data recovery services. We offer shipping To and Fro Free of cost.

If you have any other clarifications or concerns regarding our service offering, pricing or require assistance on completion of this form, please do not hesitate to call us on 1-877-778-6083.

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Best Regards

Inside Sales Team | Stellar Data Recovery | W: 1-877-778-6083 | F: 866-559-8922 | E-mail: support@stellarinfo.com | URL: www.stellarinfo.com



Please consider the environment before printing this email

Note: this is a computer generated document which does not require a signature



## Job Service Request Form

Use this form for Single Drive Recovery from Desktop, Laptop & External enclosure

### ➤ STEP 1 – Contact Details

Billing Details	Shipping Details (if different)
Contact Name:	Contact Name:
Company:	Company:
Address:	Address:
State:	State:
Postcode:	Postcode:
Country:	Country:
Tel:	Tel:
Email:	Email:

### ➤ STEP 2 - Service Agreement Details

Service Level for Diagnosis and Data Recovery – *Please select one.*

Service Level	Diagnosis Fee**	Turn Around Time
<input type="checkbox"/> Standard	<b>\$99</b> (Due in advance)	<i>Typical turnaround time is 3 to 7 business days</i>

\*\*Media fees and Diagnosis services for multiple disks attracts additional charges.

Diagnosis Payment Method – *For other options please contact your representative*

Online Payment: Credit Card* or Paypal ID ____ (Choose one) preferred email ID : _____ (if different from billing email ID) OR Order No: _____
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\* Please do not provide your credit card Information on this form

Diagnosis Fee And Tampering Authorisation – *Must be signed*

By signing below you authorise Stellar to immediately proceed with the evaluation and charge the Diagnosis fee set forth above. You authorise Stellar to tamper seals of hard drive(s) solely for the purpose of diagnosis & data recovery. You also agree that this evaluation and any future data recovery requests will be performed under the attached terms and conditions as enclosed.	
Signature: _____	Date: _____
Print Name: _____	Title: _____



Job Number: \_\_\_\_\_ [to be filed by Stellar]

➤ **STEP 3 - Technical Details**

Please complete and confirm the information below to the **'best of your knowledge'** to ensure the most successful data recovery possible. This form must be included with your media for Stellar to begin your media Diagnosis. Use additional sheets as necessary.

<b>System / Media Information</b>			
Operating system and version: _____			
Drive(s) Make/Model: _____		Number of drives in system _____	
File System types (FAT, NTFS, etc) and approximate sizes of partitions/volumes: _____			
Drive is encrypted	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know
Drive was opened before contacting us?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know

<b>What went wrong?</b> What do you believe happened to prevent you from accessing your data? If you are not sure, please provide us with your <i>best guess</i> . Please list any error messages:  _____ _____
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<b>Have you done anything to try to recover your files?</b> You may have used a commercial repair/Diagnosis tool to try to recover your data we need to know what you used and how. Please write down the sequence of events since you lost your files and any changes you made.  _____ _____
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<b>What do you want to recover?</b> Once we have recovered your data we like to confirm that we have recovered your most important files. In addition, we like to test that they open successfully. To save time would you list a few of the names of your most important files? If you cannot remember their names, the names of the directories they were in would be useful. The more specific you can be the better.  _____ _____ _____
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We offer the recovered data in a 1 TB external hard-drive for a nominal fee of \$100.



## Job Service Request Form

### ➤ **STEP 4 - Shipping Instructions**

1. Wrap your media in anti-static bubble wrap, foam or bag.
2. Place the media in a box twice its size and fill the remainder of the box with packing peanuts, foam or crumpled newspaper.
3. Please include completed pages 1, 2 and 3 of this Service Request card in the box with your media. Incomplete paperwork or payment may cause administrative delays in the process.
4. Seal the box. Detach and use the address label to the right and indicate your service level.
5. Paste the Declaration Form on Top of the Box

[\(Click Here to Download Declaration Form\)](#)



SHIP TO:

## **Stellar Information Systems Ltd.**

Lab Service Desk  
D-18 Infocity Phase II Sector 33, Gurgaon 122001, India  
Voice-1-877-778-6083  
[www.stellarinfo.com](http://www.stellarinfo.com)





## **Stellar Data Recovery Services Terms and Conditions**

By ordering and/or availing Stellar Data Recovery Services you agree to the following terms and conditions:

### **The Service Agreement**

Customer agrees that Stellar Information Systems Ltd. ("Stellar") and/or its suppliers may inspect, analyze, identify the problem, and/or recover or minimize the damage to, the equipment/data/media and/or provide other services as may be requested by the customer. Upon payment of Diagnosis fee, you may submit your data storage device or media to us and we will engage reasonable efforts and appropriate tools and techniques to analyze your storage device or media for possibility of data recovery and would provide you with a report/quotation for the actual recovery work. On receiving confirmation by e-mail or facsimile from you we would proceed with the data recovery process and on completion would send you the detailed directory list in text file to your e-mail address registered with us in job service request form (JSR) or alternatively your authorised representative may visit Stellar and can have a look on the data. On receipt of the agreed Data recovery fee, we would dispatch the data in appropriate media along with your crashed storage media/disk.

### **Unclaimed Device & Media**

Any device, media and/or data unclaimed or left with us without full payment after 30 days of us submitting the invoice will be disposed at our discretion and would release us from any obligation of confidentiality related to the device, media and/or data.

### **Acknowledging Existing Conditions**

Customer acknowledges that the device and/or media being given to Stellar may be damaged prior to our receipt. In spite of processing your storage media with best of available technology and processes, the efforts may result in the destruction of or further damage to the device, media and/or data. Stellar regrets that it will not assume any responsibility for further damage that may occur to the customer's device, media and/or data. Please note that Stellar is only committing to reasonable efforts with our existing technology and techniques however we cannot promise or guarantee particular results.

### **Confidentiality**

Stellar will use any information contained in the device and/or media only for the purpose of data recovery and will otherwise keep such information disclosed by the customer under this agreement in the strict confidence. Stellar will ensure reasonable measures to prevent unauthorized disclosure of your data of the same degree as ensures by Stellar in protecting its own confidential information. Stellar will not disclose this information to any person(s) except to the authorized representative of the customer or as required by law. Stellar being a global organization and customer hereby agrees to the transfer of information to its other locations for the sole purpose of fulfilling the agreement.

### **No Warranties; Disclaimer of all warranties**

Stellar performs this service, with all faults, at your sole risk. We do not extend any express, implied, statutory warranty or condition for any good or service and specifically disclaims all implied warranties including any implied warranty or condition of merchantability, warranty of fitness for a particular purpose or warranty of accuracy arising from the usage of trade or course of dealing or performance.

### **Limitation of Liability and Damages**

In no circumstances Stellar will be liable for any indirect damages whatsoever. The total liability of Stellar to the customer under this service agreement shall in no circumstance exceed the total fee paid by customer to Stellar for the said service agreement.

### **Customer's Representation and Indemnification**

Customer certifies to Stellar that it is the legal owner of, and/or has the right to be in possession of, the device, media and/or data furnished to Stellar for data recovery and its collection, processing and transfer of such device, media and/or data is in compliance with data protection laws. Customer will defend at its own expense, indemnify and hold Stellar harmless against any damages or expenses that may occur including attorney's fees and pay any cost, damages or attorney's fees declared against Stellar resulting from customer's breach of this section.

### **Terms of Payment**

Customer hereby agrees to pay all sums as agreed with in 1 week of Stellar submitting the Final Invoice, which will typically include fees for availing Stellar services and actual expenses if any for parts, media etc. All such sums are payable in advance or at the time of data delivery as mentioned in the Invoice via bank wire transfer or credit card or check unless otherwise agreed to in advance by Stellar.

### **Compliance with Laws**

The party's agree that this agreement shall be governed by laws and regulations of the state of New Jersey in United States of America where our data recovery facility is located. You agree to comply with all applicable laws, statues, ordinances and regulations of state of New Jersey. This agreement, together with any exhibits or other attachments, constitutes the entire agreement between the parties in relation to this subject matter. No provisions in either party's work order or in any standard business form by either party will apply even if accepted by the other party.

### **Severability**

If any clause of this agreement is held invalid, illegal or unenforceable, such provisions shall be enforced to the fullest extent permitted by applicable law and the validity, legal status and enforceability of the remaining clauses shall not be affected thereby.

Stellar Information Systems Ltd Lab Service Desk D-18 Infocity Phase II Sector 33, Gurgaon 122001, India

Voice-1-877-778-6083

www.stellarinfo.com