

SEND YOUR DEVICE TO

**Edinburgh Data Recovery, 4 Radhoughts Ridge Westpoint,
South Gyle, Edinburgh, EH12 9DQ**

Post **fully insured**, or drop off

Mon-Fri 9am-5pm

Seal your device inside a padded envelope or small box, and enclose this form. **There's no collection service** — post it to us fully insured, or drop it in. We don't recover mobile phones or tablets.

1 Your details

FULL NAME		PHONE
EMAIL		COMPANY (IF ANY)
POSTAL ADDRESS		
TOWN / CITY		POSTCODE

2 Your device

DEVICE TYPE — TICK ALL THAT APPLY

☐ Hard drive	☐ SSD / NVMe	☐ External drive	☐ USB stick	☐ Memory card	☐ Mac / MacBook	☐ Laptop / PC	☐ RAID	☐ NAS	☐ Server
☐ SAN	☐ Other								

MAKE / MODEL	CAPACITY	NO. OF DRIVES
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RAID / NAS / server: please send the drives only (not the enclosure or controller), each labelled with its bay order — 1, 2, 3...

3 What's happened

THE FAULT — TICK ALL THAT APPLY

☐ Dropped / damaged	☐ Won't power on	☐ Clicking / grinding	☐ Water / fire	☐ Electrical surge	☐ Deleted files	☐ Formatted	☐ Corrupt / RAW
☐ Virus / ransomware	☐ Other						

TELL US WHAT HAPPENED (ANY WARNING SIGNS, NOISES, OR RECENT EVENTS)

4 What you need back

THE FILES & FOLDERS YOU NEED MOST — BE AS SPECIFIC AS YOU CAN (FILE TYPES, FOLDER NAMES, DATES, DRIVE LETTERS)

APPROX. AMOUNT OF DATA	PASSWORD / RECOVERY KEY (IF ANY)
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We'll email and phone you once your media is diagnosed. **No fix, no fee on most jobs** **0131 202 0491**

www.edinburgh-datarecovery.co.uk