

SEND YOUR DEVICE TO

Edinburgh Data Recovery, 83 Princes Street,

Post **fully insured**, or drop off
Mon-Fri 9am-5:30pm

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

<input type="checkbox"/> Hard drive	<input type="checkbox"/> SSD / NVMe	<input type="checkbox"/> External drive	<input type="checkbox"/> USB stick	<input type="checkbox"/> Memory card	<input type="checkbox"/> Mac / MacBook	<input type="checkbox"/> Laptop / PC	<input type="checkbox"/> RAID	<input type="checkbox"/> NAS	<input type="checkbox"/> Server
<input type="checkbox"/> SAN	<input type="checkbox"/> 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

<input type="checkbox"/> Dropped / damaged	<input type="checkbox"/> Won't power on	<input type="checkbox"/> Clicking / grinding	<input type="checkbox"/> Water / fire	<input type="checkbox"/> Electrical surge	<input type="checkbox"/> Deleted files	<input type="checkbox"/> Formatted	<input type="checkbox"/> Corrupt / RAW
<input type="checkbox"/> Virus / ransomware	<input type="checkbox"/> 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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