## OXFORD DATA RECOVERY SHIPPING FORM

PRINT · FILL IN · ENCLOSE WITH YOUR DEVICE

**GET A QUOTE FIRST, THEN SEND YOUR DEVICE TO · POST FULLY INSURED, OR DROP OFF · MON–FRI 9AM–5:30PM, NO APPOINTMENT NEEDED**

**Oxford Data Recovery, John Eccles House, Oxford Science Park, Robert Robinson Avenue, Littlemore, Oxford, OX4 4GP**

Get a quote first, by phone or with the free online diagnostic on our website. Then 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 at the address above, Monday to Friday, 9am to 5:30pm (no appointment needed).

Send the drive, not the machine: if it's a laptop, PC, Mac or a CCTV/DVR recorder, take the drive out and send just the drive (any computer shop can do this in minutes). We don't recover storage soldered to the board (T2 and Apple Silicon Macs, soldered laptop flash); if you're not sure which kind you have, ring us first.

*Exceptions: a single external drive is sent whole, in its own enclosure, with its cable and power supply. NAS: take the disks out if you can, each labelled, otherwise send the NAS. Fusion Mac? Send both drives, each labelled. 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

*RAID / server: send the drives only (not the enclosure or controller), each labelled with its bay order: 1, 2, 3…  NAS: take the disks out if you can; if they will not come out, send the NAS.*

### 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)