PLYMOUTH DATA RECOVERY SHIPPING FORM

PRINT · FILL IN · ENCLOSE WITH YOUR DEVICE

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

Bristol Data Recovery
Castlemead
Lower Castle Street
Bristol
BS1 3AG

Get a quote first, then seal your device in a padded envelope or small box with this form. There's no collection service: post it tracked and insured, or drop it off.
Send the drive, not the machine: from a laptop, PC, Mac or CCTV/DVR recorder, send just the drive. Soldered storage (T2, Apple silicon) isn't taken on; not sure? Ring us.
Exception: a single external drive comes whole, with its cable and power supply. 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 or server: send the drives only, not the enclosure or controller, each labelled with its bay order, 1, 2, 3… NAS: the drives labelled by bay if they come out, otherwise the whole 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)