

SEND YOUR DEVICE TO

Bristol Data Recovery, Castlemead, Lower Castle Street, Bristol, BS1 3AG

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

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 / 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