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PASSWORD REMOVAL REQUEST FORM

PLEASE INCLUDE THIS DOCUMENT WITH YOUR SHIPMENT

CASE NUMBER: _____

Name _____ Company (if applicable): _____

Street: _____ City: _____

State/Province: _____ Country: _____ Zip/Postal Code: _____

Telephone #: _____ Email: _____

Payment Option: VISA___ MasterCard___ American Express___

Cardholder's Name: _____

Card Number: _____ Expiry Date: ____/____/____

Payment information can also be submitted using our secure online server: <https://secure.nortek.on.ca/SecureForm.aspx> or by contacting Customer Service: 1-877-474-2058 (Mon. to Fri. - 8:30 am to 5:00 pm EST)

System Information:

(If you have a multiple order, please include only this section on a separate document for each additional system.)

Laptop Model: _____ Manufacturer: _____ S/N: _____

Hard Disk Model: _____ Manufacturer: _____ S/N: _____

Supervisor Password Removal required (\$95 US): YES___ NO___

(A ThinkPad Supervisor Password will automatically activate the Hard Disk Password. Supervisor Password Removal does not include Hard Disk password removal; Hard Disk password removal is billed separately as it requires separate techniques.)

Hard Disk Password Removal required: YES___ NO___

Please choose one (1) of the following Hard Disk Password Removal Options:

___ **Unlock - \$85 US** (NO data recovery, NO Media certification – drive is returned blank, O/S must be reinstalled)

___ **Unlock and Certify - \$145 US** (NO data recovery – drive is returned blank, O/S must be reinstalled)

___ **Unlock, Recover Data, Certify, Restore Data - \$495 US** (FULL data recovery)

Password removal prices are based on operational IBM ThinkPads and Travelstar drives; service charges may increase and turnaround times may vary if unit is not manufactured by IBM or is physically damaged.

-- Please Include Proof of Ownership Documentation with Your Incoming shipment! --

(If valid ownership documentation is unavailable, please email us at support@nortek.on.ca for additional details.)

Return Shipment Information: (International Customers **MUST SHIP VIA FedEx**)

Carriage Value (Insurance): \$ _____

(Return shipment Customs Value for International deliveries will be equal to the indicated Carriage Value)

Courier account number (if applicable): _____

Authorization to provide Courier with Credit Card Information (signature): _____

U.S. Customer's Ultimate Consignee I.D. Number: _____

US Customs requires a customer's Ultimate Consignee Identification Number for international delivery to the United States. This I.D. number is either a company's Internal Revenue Service number (Employer Identification Number - EIN), or an individual's Social Security number (SSN).

