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# FORENSIC RECOVERY 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 be submitted by 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: \_\_\_\_\_

**Forensic Password Removal and Data Recovery (\$750 US\*)**

Please select applicable requirements (no extra charge):

- customer chain of evidence document included      or       N/A
- standard cosmetic cleaning and detailing required      or       no cleaning or detailing required
- please perform virus scan and data integrity check on a separate bit image copy (without altering the original data in any way) and inform me of the results      or       do not check recovered data in any way
- known password to be applied for return delivery      or       standard return shipping without password

❖ **The above rate is 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 or otherwise non-functional. A quote would be supplied in case of any additional charges. Price is subject to change.**

**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).

