

Cambridge Data Recovery Shipping Form

PRINT · FILL IN · ENCLOSE WITH YOUR DEVICE

SEND YOUR DEVICE TO · POST FULLY INSURED, OR DROP OFF · MON-FRI 9AM-5:30PM

Cambridge Data Recovery, Compass House, Vision Park, Chivers Way, Cambridge, CB24 9AD

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're two minutes off the A14 at Junction 32 with parking outside the door.

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.

Exceptions: an external drive in its own enclosure, and a NAS unit, can both be sent whole. On a WD My Passport or My Book, send the whole enclosure including the cable — the encryption key is on the bridge board, not the disk. 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... Photograph the front of the chassis before anything comes out. **NAS:** the whole unit is fine too.

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)
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Deadline? If you have one, write it here — it changes what we do first, not what we charge.

DATE YOU NEED IT BY