



SEND YOUR DEVICE TO

Post fully insured, or drop off

Newcastle Data Recovery, Rotterdam House, 116 Quayside, Newcastle upon Tyne, NE1 3DY **Monday 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. 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. 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... 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)

We'll email and phone you once your media is diagnosed.

No fix, no fee on most jobs **0191 406 1051** · newcastle-datarecovery.co.uk