

## Website Shipping Form: Mobile Devices

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone 1: \_\_\_\_\_

Phone 2: \_\_\_\_\_

Email: \_\_\_\_\_

### Credit Card Payment Information

\*We are sorry, Personal Checks cannot be accepted as method of payment

Circle One:    VISA            MASTERCARD            DISCOVER            AMEX

Card Number: \_\_\_\_\_

Expiration Date (MM/YY): \_\_\_\_\_ / \_\_\_\_\_ Security Code \_\_\_\_\_ (back of the card)

Card Holder's Name: \_\_\_\_\_ (Please Print)

Card Holders Address: \_\_\_\_\_ Please Print)

Signature of Card Holder: \_\_\_\_\_ Date: \_\_\_\_\_

A 50% recovery is considered a successful recovery. Recovery of specific files cannot be guaranteed. Once data is released no refunds will be issued. Any additional work after data is released will be at the discretion of Techfusion and/or at additional cost. Due to the breakable nature of external enclosures, only the drive will be returned. 48 hours advance notice is required before any devices or media can be released. Storage devices for recovered data are not included. Devices left for over 90 days will be recycled. Client will be notified of additional costs as incurred.

By signing below, you are authorizing TechFusion to work on your device in an attempt to recover data. You agree to the above terms so this recovery work may begin:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone Details:				
Password/Passcode?				MFG / SIZE:
Pattern?	*	*	*	
	*	*	*	
	*	*	*	

Please circle all applicable:		
<b>Diagnosis Fee</b>	\$50 Standard	\$200 Priority
Recovery Details:		
<b>Logical</b>	Phones in good physical condition / software problems	\$300
<b>Internal Damage</b>	Moderate internal damage / replacement parts required	\$600 plus parts
<b>Reconstruction</b>	Severe internal damage/ water damage / donor phone required	\$1200 plus parts
<b>Emergency</b>	\$500 Diagnosis Fee	As quoted
Additional Services & Fees		
<input type="checkbox"/> Data Transfer: <b>\$150 per hour (1 hr min)</b>	<input type="checkbox"/> USB Media for data: <b>\$25 / \$50 per item</b>	<input type="checkbox"/> Tech Support fee: <b>\$150 per hour</b>

In order to help us better assist you, please complete the following to the best of your ability:

Is your hard drive making any noise? If yes, is it clicking, grinding, etc... \_\_\_\_\_

Any attempt of data recovery? If yes, how many times? \_\_\_\_\_

If your drive is encrypted, please complete the following:

Encryption Software: \_\_\_\_\_ Username: \_\_\_\_\_ Password: \_\_\_\_\_

Please describe the failure of your device.  
Common problems include boot failure, boot loop,  
file deletion/corruption, etc...

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any files that you would consider a priority in  
recovering? Please provide name, type and file  
path if applicable.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is your phone rooted/jailbroken? What kit?

\_\_\_\_\_

How did you hear about us?

\_\_\_\_\_

**MOBILE DEVICE WAIVER: PLEASE READ CAREFULLY**

Please be advised that certain procedures required to retrieve and analyze data from your device(s) may void the warranty and/or render the device unusable. If you are planning on replacing your phone through a warranty program, special procedures apply. It is the responsibility of the client to alert TechFusion engineering of any warranty replacement intentions.

Due to the nature of recovery procedures, we cannot guarantee that your device will remain operable.

In order for us to proceed with your case, you must absolve TechFusion, and its employees, of all liability resulting from these procedures.

I, \_\_\_\_\_ acknowledge by signing below that I have read and understood the Customer Advisory pertaining to my device(s), and that my device(s) may not function properly or at all once the attempt to recover and analyze the data has been completed, and agree that TechFusion will not be liable for any resulting issues. Further, I am fully aware that these procedures may void the warranty on my device, and release TechFusion from all liability herein. In addition, I certify that the device(s) I have turned over to TechFusion belong to me, and that I am allowed to authorize TechFusion to proceed with my recovery and all that entails.

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Thank you for choosing TechFusion!**

