ADVANCED 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

Guildford Data Recovery
Building 2
Ground Floor
Guildford Business Park
Guildford
GU2 8XH

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, labelled. No 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 or server: send the drives only, not the enclosure or controller — each labelled with its bay order, 1, 2, 3… A NAS unit can come whole.

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)