



Neuralearth LLC DATA RECOVERY AGREEMENT

Data recovery process requires a non-refundable evaluation fee of \$50. This includes testing and evaluation to verify whether or not data can be recovered. It will be subtracted from the recovery fee if we are able to recover the data. The evaluation period takes at least 7 business days from evaluation payment and receipt of the hard drive.

Data recovery fees take on one of four tiers of pricing based on the diagnostic of the drive and the number of hours and specialized labor required to extract the data.

By signing this agreement, the customer agrees to the data recovery process with an initial non-refundable charge of \$50 for diagnostics.

Neuralearth LLC agrees if a recovery is preformed, and data is not recovered, that Neuralearth LLC shall not assess any labor fees. The customer will only be responsible for the initial diagnostic fee and the cost of any parts unless specifically indicated otherwise.

If any parts are required, the customer will be notified and asked for consent to proceed prior to the purchase of any parts.

The customer agrees that data recovery can in some cases carry risk of the potential destruction of data due to causes outside of the control of Neuralearth LLC. The customer further agrees to hold harmless Neuralearth LLC for any destruction of data from devices that were given into the custody of Neuralearth LLC.

The customer is responsible for supplying a destination drive to transfer the data to, or the customer may choose to have Neuralearth LLC purchase a destination drive at its sole discretion and assess a charge to the customer.

After evaluation, we will contact and inform you of how long it will take to recover your data and the status of your drive. Most recoveries take 2-4 hours of hands on time but may take many more hours to copy the data.

All items opened (cases, laptops, workstations, etc.) may void all manufactures warranties. All hard drives tested may void manufactures warranties.

Once a recovery has been completed the defective equipment will be stored for 30 calendar days and then disposed of securely. Any exceptions to this policy must be noted on this document at the time of signing.

Storage fees of \$120 per week apply after initial 2 weeks of storage.

Any job agreed to or undertaken by Neuralearth LLC does not guarantee the recovery of information. If damage is too significant a job may be deemed unrecoverable at any stage in the recovery process.

The statement of "No fees for unrecoverable data" only applies to labor fees assessed by Neuralearth LLC. Other potential charges including deposits received on hardware for a specific job are still the customers responsibility. Some specific jobs may be subject to labor fees regardless of outcome, these jobs carry a high risk and are determined in advance of significant work.

In the unlikely event there is a dispute with Neuralearth LLC, the dispute will be settled by arbitration through the Better Business Bureau of Metropolitan Portland.

Signature

Ticket

Date

Client