

READING 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

Oxford Data Recovery  
John Eccles House  
Oxford Science Park  
Oxford  
OX4 4GP

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

|                                      |                                        |                                         |                                    |
|--------------------------------------|----------------------------------------|-----------------------------------------|------------------------------------|
| <input type="checkbox"/> Hard drive  | <input type="checkbox"/> SSD / NVMe    | <input type="checkbox"/> External drive | <input type="checkbox"/> USB stick |
| <input type="checkbox"/> Memory card | <input type="checkbox"/> Mac / MacBook | <input type="checkbox"/> Laptop / PC    | <input type="checkbox"/> RAID      |
| <input type="checkbox"/> NAS         | <input type="checkbox"/> Server        | <input type="checkbox"/> SAN            | <input type="checkbox"/> 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

|                                             |                                         |                                              |                                        |
|---------------------------------------------|-----------------------------------------|----------------------------------------------|----------------------------------------|
| <input type="checkbox"/> Dropped / damaged  | <input type="checkbox"/> Won't power on | <input type="checkbox"/> Clicking / grinding | <input type="checkbox"/> Water / fire  |
| <input type="checkbox"/> Electrical surge   | <input type="checkbox"/> Deleted files  | <input type="checkbox"/> Formatted           | <input type="checkbox"/> Corrupt / RAW |
| <input type="checkbox"/> Virus / ransomware | <input type="checkbox"/> 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)