

## Detailed instructions to start your storage device data recovery



**Recovery Squad**  
data retrieval group

If you need to get your data back Instantly, bring your media to one of [our centres](#) ask for an emergency assessment.

### ***If you choose to ship it :***

**1. Fill Out Data Recovery Job Order Form** : Please fill out and submit Job Order form with your storage media. Please provide as much detail as possible, so we can better understand what has happened.

**2. Package Your Storage Device** : Static electricity, shock, and other factors can cause electronic storage media to become dysfunctional. To protect your data, you should wrap the storage media in an anti-static bag or foil and pack it with foam or bubble wrap.

**3. Ship your Storage Device with Tracking number** : Use a tracking number shipping method to ensure your hard drive reach us safely. For Australian interstate customers we recommend using the **Australian Express Post** and for International customers we recommend FedEx, UPS or DHL.

## Please follow these instructions in order to ship your storage media properly:

**1. Static** – Protect your data during transport or housekeeping with anti-static bags. Media should be placed in anti-static bags before packing. If not available, wrap the media in aluminium foil.



**2. Prevention from Shock and Vibration** – Before shipping your media please make sure the media is protected at all times, pack it in a box with at least 2" padding (ie foam, bubble wrap) on all sides. Because shock and vibration can cause more damage to your media and avoid packing media in Styrofoam peanuts. One third of all hard disk drive failures are caused by shock and/or vibration. The packing slip may contain your name, address, e-mail address, contact number, damaged Must include a description of the device, photos of the damaged device and the SDR (Firmware) version.

**3. Laptops & Computers** – If you need to extract data from the hard drive that is inside the laptop or CPU, it will need to be disassembled before shipping. In Recovery Squad, we can take any laptop apart and analyze its hard drive as fast as possible. But there is no need to ship the entire laptop or CPU to avoid extra shipping charges. You can remove the hard drive from it. We will follow all industry-standard techniques and methods when working with your hard drive.



Please be sure to include the **Data Recovery Job Order form** in the same package with your media.