



## Instructions for Out-of-Town or Out-of-Country Clients

Our process is as follows:

1. Detailed information makes the recovery process easier and keeps costs lower. Please complete our Customer Form with as much detail as possible.  
<http://datarecoveryhdd.com/form-data-recovery>
2. We review the information provided in the form to ensure that everything is in order before confirming that you can now ship us your hard drive.
3. Ship us your hard drive together with a signed copy of our Terms and Conditions (<http://datarecoveryhdd.com/terms-and-conditions-of-data-recovery-service.pdf>) here:

**Address:** Federico García Lorca 260 Piso 28 Dpto. 3 – Caballito, Capital Federal.

**Company Name:** RecuperuDatos.com

**Postcode:** 1405.

**Delivery Hours:** Monday - Friday 10:30 – 20:00 and Saturday 10:30 – 18:00 (UTC -3).

View our video for packaging advice here:

<http://datarecoveryhdd.com/how-package-hdd>

4. Upon receiving the hard drive in our office, it is registered into our system and you will be sent the updated information.
5. Our **engineers** analyze the hard drive to reach a diagnosis and send a quote detailing cost and estimate completion time to your email, simply respond to confirm you accept the quote.
6. Upon approval of the quote, we immediately begin to work.
7. We send screen shots of the images or files to confirm recovery of the proper information.
8. We send the corresponding instructions to make the payment.
9. Upon completion of payment, the recovered data will be sent via an Internet link, provided that is less than 2GB of information. If the total is more than 2GB the data is copied to a new hard drive and shipped to the client (at client's expense which is not included in the quote).

**DataRecoveryHDD.com**

Tel: +54-11-3531-3230

[support@datarecoveryhdd.com](mailto:support@datarecoveryhdd.com) - <http://DataRecoveryHDD.com>

García Lorca 260 P28 Of3, Caballito, Capital Federal – Argentina.