



Fill out and print. Send together with the crashed hard drive to Ahlberg data AB, Cylindervägen 12 7tr, 131 52 Nacka Strand, Sweden. Please pack carefully with shock absorbing material. Please also check [packaging/transport info](#).

Cylindervägen 12 7tr, 131 52 Nacka Strand, Sweden  
Telephone +46 8 718 07 20  
E-mail [info@ahlbergdata.se](mailto:info@ahlbergdata.se)

Date:

### Service form for private persons and non-profit organizations

Company:	Reg. No. or VAT no:
Contact name:	Delivery address:
Telephone number:	Postal code and postal address:
Mobile phone number:	Invoice address:
Short problem description:	Important files types and/or folders:

#### General terms:

**Examination/diagnosis of crashed hard disk:** A flat rate of €100 incl. VAT is charged if the customer does want to cancel the recovery process after the analysis is done. This will not be charged if Ahlberg data AB has no means of recover the lost data.

**Price:** A successful recovery of a defective hard drive costs €400—€900 incl. VAT, analysis and spare parts. Call us or send an e-mail for details regarding prices.

**Spare parts:** The cost for spare parts that may be necessary for an advanced recovery is charged to the client even if the operation doesn't give the desired result in the end.

**Ahlberg data** can not guarantee that every single data file can be recovered in working condition from the crashed hard drive.

**Secrecy:** Ahlberg data guarantees that no information of the content of the hard drive is passed on to any other person, company or authority. The only exception is if the hard drive contains evidence of serious crimes. A written NDA can be made.

Ahlberg data does not take responsibility for any goods for more than three months after the recovery is done, unless another agreement has been found due to special circumstances.

Ahlberg data will remove hard drives and other storage media from enclosures, such as laptops or USB cabinets but does not give any warranty regarding the state of the enclosure after the removal of the storage unit.

I hereby agree to the general terms:

\_\_\_\_\_  
Signature:



Cylindervägen 12, 131 52 Nacka, Sweden  
Telephone 0046-8-718 07 20. Fax 0046-8-718 08 53  
E-mail [data.tillbaka@ahlbergdata.se](mailto:data.tillbaka@ahlbergdata.se)

## Advice on how to pack the hard drive

**It's important** to pack the hard drive carefully to avoid unnecessary transport damage to the hard drive during transport from your destination to Ahlberg data. A bubble plastic envelope is not sufficient since it doesn't protect enough against shocks that the hard drive may be submitted to during transport. Some of the components inside of the hard drive are very delicate and break easily.



**Use a box** at least 10 centimeters thick if you're sending a normal (3,5 inch, desktop size) hard drive to us. Pack thoroughly with shock absorbing material around the hard drive, for example foam rubber, cellular plastic, bubble plastic or crumpled paper. For a 2,5 or 1,8 inch laptop hard drive it's enough if the box is about 5 centimeters thick. Of course you can also choose a thicker box for maximum safety.



**It has happened** a couple of times that hard drives have been seriously mechanically damaged during transport to us because of careless handling of the transporter in combination with insufficient packaging of the hard drive. It has *never* occurred that a well packed hard drive in a big enough box has been broken during transport to us.



**We recommend** that you choose a transporter such as **UPS, DHL, FedEx, TNT** or similar for the transport of the hard drive. It usually takes only one day for us to receive the package within Europe and it's delivered door to door. Of course there are budget alternatives if time is not a critical factor and you want to save money. In that case we recommend the **Postal Service**.

**Don't send** a hard drive or any other storage media to us as a regular letter even if it's allowed by your Postal Service. The risk is very high that the package will be lost or stolen on the way. You will not get any compensation for the value of your data or for the hard drive itself if that happens.

**Finally:** Don't forget to fill out the service form and put it in the box together with the hard drive so we know who is the sender and who to contact after we have examined it.

Kindest Regards / Ahlberg data

