



Retrodata
www.retrodata.co.uk

Terms and Conditions of Business 2006

General Notes

If the state of your media requires that data recovery should go ahead on a hardware basis (i.e. disassembling the drive or performing more complex tasks) we will always inform you of this, advise you of any likely changes to the costs, and obtain your permission to proceed. Please ensure you provide your details so that we may contact you during the recovery stage. Naturally, we will exercise extreme caution when working on your drive. However, we cannot be held liable for unforeseen events resulting in the further damage of your drive / media or data. Please be aware, though, that we maintain incredibly high standards of care, and have, to date, (June 2006) never had an accident of any kind.

We promise never to spring hidden costs on you. You will be presented with the final quotation and we will obtain your permission before anything is finalised. We have no hidden charges whatsoever.

Corrupt Data

When a system fails or crashes, files that were open at the time will almost invariably suffer from some sort of corruption. This is particularly true with large e-mail, database, spreadsheet and graphics files – and in particular, files that have fields linking to other files. As a matter of courtesy, we do try to recover them. However, this will not apply to large numbers of files, nor to files that need intensive repair or recovery, and this service will be chargeable. Again, you will be told of this (and the likely costs) before we proceed.

Please bear in mind that at least some data might therefore be corrupt. We are generally happy to spend some time repairing corrupt files, where possible. We are, ultimately, on your side and often go well beyond the bounds of contractual duty to help in any way we possibly can.

Returning your goods.

We will send all goods back by a postal service that can be tracked to its final destination.

Questionable Content

We accept that many computers contain data or images that will be offensive to some people. Spyware is often responsible for placing this content on a user's computer. It is often the case that the recovery process will reveal files that belonged to a previous owner. To this end, we cannot be held liable for the recovery of these files and for any potential embarrassment. If you are concerned about this, please request that all questionable content or material "of an adult nature" be scrubbed. If the process is likely to take up considerable extra time, we will ask you to pay a fee towards the removal of it, as it can be a time-consuming exercise. Even then, we cannot be held responsible for content that we might miss.