

Phoenix Data Recovery – Return Drive & Free Return Shipping Terms and Conditions

1 General Information

1.1 In these terms and conditions:

- a) “Phoenix Data Recovery” is a UK registered company whose registered address is “Phoenix, Data Recovery, 2nd Floor, 3 Brindley Place, Birmingham, B1 2JB, United Kingdom”
- b) “Client” refers to any individual, business, charity or any other legitimate entity with the necessary authority to agree to these terms and conditions who has sent, or may send, digital media and associated peripherals to Phoenix Data Recovery for data recovery services to any of its offices or postal boxes worldwide (a list of which can be found on our website <http://www.dataphoenix.co.uk/>)
- c) “Media” refers to any hard disk drives, floppy disks, USB Disks, External Hard Drives (where the hard disk remains securely attached to the enclosure), Laptops, Personal Computers, Tapes or any other digital storage device sent to Phoenix Data Recovery
- d) “Peripherals” refers to any items associated with the media such as wires, leads, controller cards, unattached external enclosures which can be readily detached from the media without affecting its ability to store digital data

1.2 These terms and conditions only apply to the return of the digital media originally sent to Phoenix Data Recovery by the client and does not apply to the carriage of any recovered data which is covered by the general terms and conditions which can be found on our website

2 Process for Clients to Request the Return of Media and Peripherals

2.1 The client accepts that any requests for the return of their media and/or peripherals must be done online at the following address <http://www.dataphoenix.co.uk/returnDrives/> and that Phoenix Data Recovery reserves the right not to accept such requests verbally or in writing

2.2 The client must complete this request and any necessary payments must be received within 28 days of Phoenix Data Recovery receiving the media and/or peripherals. Any media or peripherals left with Phoenix Data Recovery after this time will be ecologically and securely disposed of

2.2 Upon completing the request for return media the client may have to make payment for carriage services and the client therefore accepts that the request shall not be considered until any required payment is received in full

3 Shipping Services

3.1 Phoenix Data Recovery undertakes to offer a free return shipping service to paying and non-paying customers in accordance with advertisements made on its website but the client accepts

that the free return shipping service does not apply to laptops, media that came with peripherals or media whose combined weight is more than 1kg

- 3.2 The client accepts that the expected delivery time via standard mail is 21 days and via courier service is 3 days and that this timeframe is calculated from the date of recovery plus 14 business days.
- 3.3 The client accepts that the delivery times quoted in 3.2 are not contractual and accepts that Phoenix Data Recovery is not responsible for any loss associated with late deliveries either by standard mail or by courier service
- 3.4 The client accepts that in accordance with the general terms and conditions of service the media and/or peripherals may be located at one of Phoenix Data Recovery’s offices worldwide and that the free return shipping service is for standard mail only - does not include a courier service -the client therefore accepts the following:
- 3.4.1 The free return shipping could be provided by any of the following; Deutsche Post (Germany), Royal Mail (UK), La Poste (France), Correos (Spain) and Priority Mail (USA)
- 3.4.2 A signature may not be required and the client therefore accepts that Phoenix Data Recovery will only be required to provide proof of dispatch
- 3.4.3 The client accepts a photocopy of the front of the parcel showing postage and address label affixed as proof of dispatch **or** a tracking number from any of the carriers listed in 3.4.1.
- 3.4.4 The client accepts that tracking numbers may not be available for standard mail services
- 3.4.5 Providing Phoenix Data Recovery can provide proof of dispatch the client accepts that Phoenix Data Recovery is not responsible for loss of the media and/or peripherals resulting from the postal service
- 3.5 All other shipping requests are subject to the following charges:

ALL MEDIA MUST BE REQUESTED WITHIN 28 DAYS OF RECEIPT	Standard Mail Service	Courier Service
2.5" IDE, 3.5" IDE, IPOD, Floppy Disk, Zip/Jazz/Tape Disks & External Hard Drives	FREE	£25
External Hard Drives or any of the above that have peripherals (wires etc)	Not available	£25
LACIE Units & Similar	Not Available	£35
Laptops	Not Available	£49
Personal Computers	Not Available	£79

3.6 Phoenix Data Recovery accepts credit or debit card (VISA/Mastercard/AMEX) as well as Paypal or bank transfer for payment of shipping services

3.7 All parcels dispatched using the courier service will be via UPS, TNT, Fedex or TNT and the client accepts a tracking number from any of these carriers as proof of dispatch

4. Redress for lost media or peripherals

4.1 The clients accept that providing Phoenix Data Recovery provide proof of dispatch it is not responsible for any financial loss resulting from loss of the items whilst with any postal or courier carrier

4.2 The client accepts that any media or peripherals sent to Phoenix Data Recovery were faulty and their tangible value is therefore a maximum of \$1, €1 or £1 and that this is the extent of the liability to Phoenix Data Recovery if items are lost prior to dispatch

5. Legality

5.1 The client agrees that all media and its content provided to Phoenix Data Recovery is legal and the lawful possession of the client and that the client has the legal right to request data recovery services, as described under the Laws of England and Wales