



### WORK ORDER REQUEST

*Note that the free courier collections and deliveries and job auto-start options only apply if you approve a preliminary quotation based on your initial feedback. Please complete our [online quotation request](#) or phone us @ 012-665-2945 should you not have received a preliminary quotation.*

#### COMPANY DETAILS (If Applicable)

Company Name:   
Telephone Number:

VAT Number:   
Your Reference:

#### YOUR SHIPPING ADDRESS

#### PRIMARY CONTACT PERSON

Name & Surname:   
Email:

Mobile Phone:   
Office Phone:

#### ALTERNATIVE CONTACT PERSON (\* Required for all courier collections and deliveries)

Name & Surname:   
Email:

Mobile Phone:   
Office Phone:

#### DEVICE DETAILS

Type of Device:   
Make:   
Serial Number:   
Drive (device) State:

Capacity:   
Model Number:   
Operating System:

#### ADDITIONAL DEVICE DETAILS

Has the drive (device) been opened?  Y  N  
Can We Open the Drive?  Y  N

Has the drive been re-loaded?  Y  N  
Is The Device Encrypted?  Y  N

*\* Note that breaking the seals may void the warranty.*

*\* If Yes, please state the type of encryption and supply the decryption keys - Use the "other comments" field below*

#### SERVICE DETAILS

Type Of Service Required:

Service Level Required:

*\* [For more information on our service level options](#)*

#### INCIDENT INFORMATION

- \* What recovery attempts, if any, have been made?*
- \* Was it dropped, a power surge, or just stopped working?*
- \* Any other information that can assist us.*

**DATA TO BE RECOVERED**

List the most critical files, folders and directories needed:

*We require a list of your most important directories and/or files (file types) to target them first, if possible. Please be specific; this will be invaluable during the recovery attempt. The recovery's success may depend on the information provided, as drives sometimes fail to the point of no recovery before the data recovery process is complete.*

**LEGAL PROCEEDING**

Will the work form part of a legal proceeding, e.g., a court case, CCMA hearing, etc.?

|   |   |
|---|---|
| Y | N |
|---|---|

SAP case reference number.

**JOB DETAILS**

Have you approved a preliminary quotation in writing?

|   |   |
|---|---|
| Y | N |
|---|---|

\* Please complete our [online quotation request](#) or phone us @ 012-665-2945 should you not have received a preliminary quotation.

**FREE COURIER COLLECTIONS AND DELIVERIES**

Should we arrange for collection via courier using the shipping address above?

|   |   |
|---|---|
| Y | N |
|---|---|

- \* *Available for pre-approved work within the borders of South Africa.*
- \* *Excluding servers, complete PCs, and laptops.*
- \* *You will be invoiced for the shipping costs if you reject the quotation after the device is shipped.*
- \* *Please allow 2-3 working days for all courier collections and deliveries.*
- \* *We require an alternative contact person if you wish us to arrange for collection and/or delivery.*

**JOB AUTOSTART**

Do you wish us to proceed with the work as soon as we receive the device?

|   |   |
|---|---|
| Y | N |
|---|---|

- \* *We may have to amend the preliminary quotation should the job details differ from what was supplied at the time of the quotation.*
- \* *We would require a purchase order before we start should payment terms other than C.O.D. have been approved.*

**DESTINATION DRIVE OPTION** (Refer to the destination drive options on the preliminary quotation, e.g., Option A)

Please confirm which option to use for transferring the recovered data:

**ANY OTHER COMMENTS OR NOTES:**

**I/WE AGREE THAT:**

1. The information contained in this document is true and correct.
2. I understand and acknowledge having read the [Tecleo Data Recovery and Digital Forensic Lab Terms and Conditions](#).

**Full Name & Designation**

**Signature**

**Date**

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