

VEDLI DATALAB

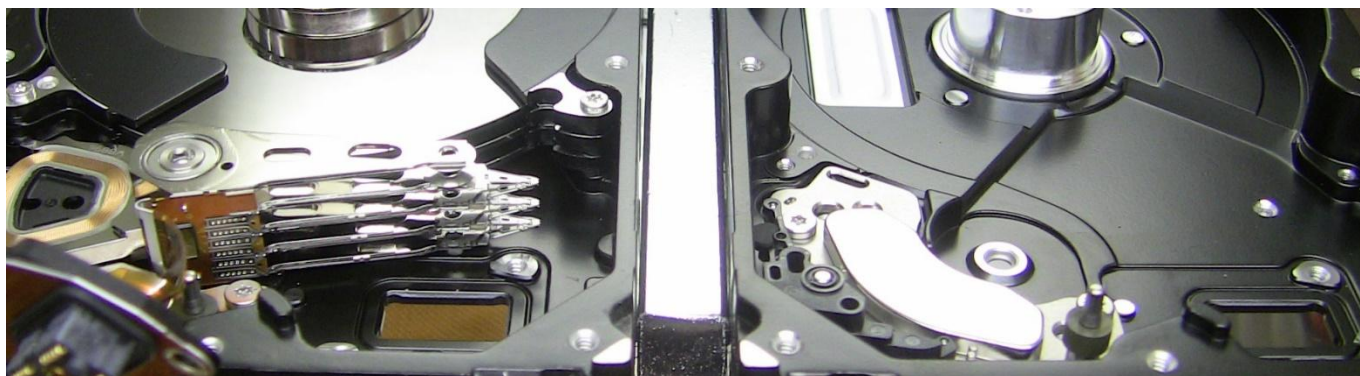


D A T A R E C O V E R Y

VEDLI DATALAB di Giancarlo Vedli
Via delle Busatte, 65
38069 Torbole sul Garda (TN), Italy
VAT IT-02803700216
C.F. VDLGCR68R15L174N
www.vedlilab.it - info@vedlilab.it
Phone: 347-3680088

PROFESSIONAL DATA RECOVERY

Procedure and Indicative Costs



Procedure and Indicative Costs for Data Recovery

VEDLI DATALAB - Via delle Busatte, 65 - 38069 Torbole sul Garda (TN), Italy - www.vedlilab.it - info@vedlilab.it - Phone. +39 3473680088

A diagnosis of the failed media in the laboratory and precise information on what occurred are required in order to address the problem. Recovery is not always possible and, for this reason, fees for data recovery which are indicated in the estimate will only be applied in case of success.

Procedure:

- **Please send the media** to VEDLI DATALAB. HDD should be wrapped in several layers of bubble wrap or foam; SSD, USB Pendrive, SD or Memory Cards may be sent in a padded envelope. Please include the "Request a Quote for Data Recovery" form, duly filled in and signed, taking care to tick the boxes. The form can be downloaded from the website www.vedlilab.it in the "Quote" section.
- **Quote:**
Costs for diagnosis are € 80 excluding VAT. This includes the cost of returning the media. If the quote is accepted, the € 80 fee will be waived. Our estimate is valid for 15 days unless otherwise indicated; in the absence of a response from the client the media will be returned at customer's expense and costs for the diagnosis will be charged. The costs indicated include the following: a new memory on which to save the data; a backup copy which will be kept for 7 days from delivery and subsequent secure deletion of the same; and all shipping costs.
- **Recovery, payment and sending of data:**
The result will be communicated by e-mail. The data are saved on a suitable new memory and are sent after receipt of payment by bank transfer to the coordinates indicated in the email or invoice. If payment is not made within 15 days from the request, the contract is considered terminated, the recovered data is deleted and the medium is returned. For further details, please consult the Terms and Conditions of Service on the website www.vedlilab.it.

Indicative Costs - excluding VAT:

| Diagnosis | | |
|--|------------------------------|--|
| | AMOUNT | RETURN EXPENSES |
| Diagnosis with recovery deemed impossible or estimate declined | 110 € | included |
| Pendrive - SD - microSD - Memory Card - Compact Flash | | |
| | maximum time for diagnosis | minimum cost, all inclusive |
| Deletion and/or formatting | 24 h | 350 € |
| Logical damage | 24 h | 450 € |
| Physical-electronic damage (faulty memories) | 48 h | 700 € |
| Physical-electronic damage to monolithic memories | 48 h | 900 € |
| HDD - SSHD | | |
| | time necessary for diagnosis | minimum cost, all inclusive |
| Deletion and/or formatting | 24 h | 350 € |
| Logical damage | 24 h | 500 € |
| Physical-electronic damage (faulty memories) | 24 h | 900 € |
| Recovery from RAID Array - NAS/Server | 3 days | depends on type of damaged Array and HDD |
| SSD | | |
| | time necessary for diagnosis | minimum cost, all inclusive |
| Logical damage | 48 h | 600 € |
| Physical-electronic damage (faulty memories) | 48 h | 900 € |
| Copying, retrieving, and analysing data from faulty media for forensic use | | |
| These are processes for which a direct meeting with the customer and their lawyer or the Technical Consultant is necessary. Costs are determined on a case-by-case basis. | | |
| Faulty devices, Smartphones, Tablets | | |
| On a case-by-case basis, depending on the type of device and the kind of intervention required - please contact info@vedlilab.it | | |
| URGENT CASES | | |
| Upon request, the laboratory can carry out requests in the shortest possible time which is technically possible, including working around the clock, if necessary. A 30% surcharge will be applied to the costs detailed above. Due to the wide variety of cases, preliminary phone contact with the client is necessary to decide how to proceed. | | |

Note: Terms and conditions of service at www.vedlilab.it. For devices not mentioned above, please contact info@vedlilab.it. Recovery processes take between 2 and 30 days, depending on the urgency and type of device.