



Service Request Form

| 1 CONTACT INFORMATION | |
|---|---|
| Full Name | |
| Return Shipping Address | |
| Daytime Phone Number | Other Phone Number |
| Email Address | |
| 2 MEDIA DESCRIPTION | |
| Media Type | |
| Manufacturer | Size |
| Brief Description of Problem | |
| What are you trying to recover? | |
| Have you attempted recovery yourself? | How many pictures/files lost? |
| | How shall we contact you? |
| | <input type="checkbox"/> Email <input type="checkbox"/> Call Daytime <input type="checkbox"/> Call After: |
| How did you hear about <i>FlashFixers</i> ? | |
| 3 CREDIT CARD INFORMATION | |
| Visa _____ MasterCard _____ American Express _____ Discover _____ | |
| Exact Name on Credit Card | |
| Credit Card Number | Expiration Date |
| Billing Address (If different from above) | |
| Cardholder Signature | Date |

| MEDIA TYPE | PRICING |
|--|---|
| Memory Cards/USB Drives | Free Evaluation |
| Recovery to CD (700MB Max.) | \$39.99 |
| Recovery to DVD (4.2GB Max.) | \$59.99 |
| Additional Recovery DVDs (4.2GB Each) | \$29.99 |
| NAND Chip Recovery (When All Else Fails) | \$295 |
| ----- | |
| Cell Phone Recovery | \$100-\$300 |
| CDs/DVDs | \$75-\$125 |
| iPODs/MP3 Players | \$100-\$30 |
| Hard Drive Recovery | \$75 Level I \$299 Level II \$799 Level III |

| 4 RETURN SHIPPING RATES |
|---|
| <i>Note: Hard Drive Return Shipping Rates are in Parentheses</i> |
| _____ First Class Mail – <i>Free for Memory Cards</i> (\$10 Return Fee if No Recovery) |
| _____ USPS Priority Mail \$5.95 (\$8) |
| _____ UPS Blue (Second Day) \$18.95 (\$24) |
| _____ UPS Red (Next Day) \$26.95 (\$36) |
| _____ International Shipments \$14.95 (\$22) |

| 5 ADDITIONAL SERVICES & PRODUCTS |
|--|
| <input checked="" type="checkbox"/> Lifetime FlashFixers Card Service Warranty (Free) <i>Unlimited Media Recoveries at No Charge</i> |
| <input checked="" type="checkbox"/> CD/DVD Recovery Disk with Saved Files (Free) <i>Included with order for Memory Card/USB Drive</i> |
| _____ Renewal/Reformat of your Memory Card (Free) <i>We perform a low-level format & check for errors</i> |
| _____ Tips for avoiding lost digital photos (Free) <i>FlashFixers best tips on saving digital photos</i> |
| _____ Latest ImageRecall Recover Software CD (\$30) <i>Specify Windows or Mac version with your order</i> |
| _____ Hard Drive Recovery Disk for Larger Recoveries <i>Will be included in the recovery price quote</i> |

**USE A PADDED OR CARDBOARD ENVELOPE.
SEND COMPLETED FORM AND MEDIA TO:**

FlashFixers
81 Portsmouth Ave., Suite C
Stratham, NH 03885