

Call us for direct help or more information:
+31 800 – 4 888 888 of +31 181 61 75 42
 (24 hours a day / 7 days a week)

All prices excl. VAT, shipping- and material costs. Call or e-mail for separate terms for non-profit, private persons, students, foundations.

Media	Diagnosis	Recovery min. – max.
Hard drive: PC, Laptop or External IDE, SATA, SCSI, USB, FireWire, 1.8" - 2.5" - 3.5"	€ 95,00	€ 850,00 – € 1.550,00
RAID 0 – RAID 1 – RAID 5 array IDE, SATA, SCSI, Lacie Bigger Disk	€ 350,00	<500Gb € 850,00 – € 4.500,00 >500Gb on application.
Mobile Phone (GSM), SIM card (Nokia, LG, Sony, Ericsson, Motorola, Siemens, Samsung) Need Forensics? Call!	€ 95,00	Min. € 250,00 – Max. on application. example: lost/removed text-messages & text-history, photo's, movies, phonebook, address lists, e-mail, call history, memo, to-do, calendar etc.
Tape: (S)DLT, DAT, AIT LTO, SLR, DDS 1-5, OnStream etc. Call for our data conversion services.	€ 175,00	Min. € 450,00 – Max. on application.
PDA, Apple Ipad, Zip, Jazz (Symbian, Psion, Windows CE, Pocket PC, Blackberry)	€ 95,00	€ 250,00 – € 850,00
Memory cards, usb (memory) sticks, CD-Rom (R-RW) / DVD-Rom (+/- R-RW) (CF, SD, MS, MMC, SM, microdrive etc.)	€ 75,00	€ 150,00 – € 450,00
Floppy Disk 3.5" - 5.25"	€ 75,00	€ 75,00 – € 150,00
Mail & Database recovery Exchange – SQL – Lotus Notes – GroupWise	€ 350,00	<2Gb € 650,00 – € 2.500,00 >2Gb on application.
Office files & E-mail recovery word .doc – excel .xls – access .mdb – outlook .pst outlook express .mbx .dbx .wab etc.	€ 75,00	Min. € 150,00 – Max. on application.
Computer forensics	Information and price on application.	
Consultancy, Support, Backup-solutions, Project-assistance or Expert Witness	Information and price on application..	
Data Recovery Remote & On-Site	Remote: The recovery of data, where you will supply a PC with ISDN or broadband internet access. We send you a small remote utility, with which we can remotely use your pc. Our engineer will guide you in the process. This form of data recovery is only possible if the media is not physically damaged! € 95,00 per hour, with a 2 hour minimum. On-Site: The recovery of data, where one of our engineers will perform a diagnosis and possible recovery on-site. This form of data recovery is only possible if the media is not physically damaged! € 95,00 per hour, with a 2 hour minimum.	
Broken Warranty Seal Surcharge	If the warranty seal on a hard drive is already broken, there's an additional surcharge of € 250,00 per hard drive.	
Surcharges Emergency Service (in addition to diagnosis and/or recovery charges)	Express Start (<1 uur) / Priority during working 09:00-17:00 + € 150,00 Diagnosis and recovery outside office hours and on Sat-Sun-Holidays, 24 hours a day / 7 days a week, per part-day (4 hours) + € 350,00	

FAQ

How long does a diagnosis and/or recovery take?

On average the diagnosis takes 3 - 5 working days, depending on the waiting line for diagnosis. A recovery can take up to 2 - 10 working days. The actual time will depend on the complexity of the recovery, the amount of data and availability of spare parts if need be. Obtaining the right spare parts to enable a recovery can slow down the process by weeks or months even. Please take note of this.

What are your chances for a successful recovery?

We spent a lot of time in the recovery of your most needed data. Even if the physical damage on your hard drive is very severe, we can partially retrieve data that will be accessible after file-repairs. We will talk with you about the chances for success; also file-testing is done in this process. We are proud to say that we achieve an average of 75% success rate in retrieving your data. Other parties, claiming a success rate of 95% and over are often not very realistic!

How do you calculate the price of a recovery?

We calculate our prices against the quality of the recovery where others do otherwise! The complexity and the amount of data do play a role in the pricing mechanism, though nothing is more important than getting you really meaningful data back. It is after all in your and our interest to achieve the best possible results.

Authorised Ontrack Partner – what does that mean?

Since 2001 we are an authorised Ontrack partner, the world leader in Data Recovery and Computer Forensics. We consult them for expert opinions for complex Data Recovery issues and for second opinions. Most of the time the Ontrack engineers use a remote connection to our systems to do their expert work. Ontrack is a valuable source that has been added to our services, so we can offer you the best chances for recovering your data. Prices for Ontrack expertise are available on application only.

How about confidentiality?

HelpDisc Data Recovery treats your data highly confidential. A non-disclosure agreement is available upon request.

Are you certified and authorised to open any media?

We are certified and authorised (together with our partner Ontrack) by well-known manufacturers (i.e. Seagate, Maxtor, IBM, Hitachi, Samsung, Western Digital etc.) to open, repair and seal media in our class 100 cleanroom without voiding warranty.

How to request a diagnosis and/or recovery?

Please download the service request form from: <http://www.helpdisc.com/indexuk.html>

Fill in the form as complete as possible, sign it and fax it to us or send it with the medium you like to be examined.

Our people can give you advice on packing and sending your request.

Disclaimer:

Prices and services are subject to change without notice. IBM, Hitachi, Fujitsu, Seagate, Maxtor, Western Digital, Quantum, Compaq, HP are registered trademarks or their respective owners. HelpDisc Data Recovery is an independent company and not associated with these brands.