

Please call us for assistance or more information:

+31 10 23 800 80 (24 hours a day / 7 days a week)

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

Media	Diagnosis	Recovery
Hard drive: PC, Laptop or External IDE, SATA, SCSI, USB, FireWire, 1.8" - 2.5" - 3.5", microdrive.	Up to 750Gb € 95,00 > 750Gb € 125,00	Logical defects: From: € 450,00 Physical defects: From: € 750,00 <i>(From € 950,00 if the disk is > 750Gb)</i>
RAID 0 – RAID 1 – RAID 5 array IDE, SATA, SCSI, Lacie Bigger Disk	Up to 500gb € 450,00 Up to 2Tb € 850,00 > 2Tb € POA	From: € 1150,00
Mobile Phone (GSM), SIM card (Nokia, LG, Sony, Ericsson, Motorola, Siemens, Samsung) Need Forensics? Call!	€ 95,00	From: € 195,00 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	From: € 395,00
PDA, Apple Ipad, Zip, Jazz (Symbian, Psion, Windows CE, Pocket PC)	€ 75,00	From: € 195,00
Memory cards, usb (memory) sticks, (CF, SD, MS, MMC, SM, etc.)	Up to 8Gb € 75,00 > 8Gb € 95,00	From: € 125,00 From: € 225,00
CD/DVD (R-RW), Floppy Disk	€ 75,00	From: € 125,00
Mail & Database recovery Exchange – SQL – Lotus Notes – GroupWise	€ 450,00	From: € 650,00
VMWare Server or workstation Also in combination with RAID	Price on application	Price on application
On-Site Data Recovery Diagnosis and recovery at your location.	Price on application	In those cases that media cannot leave your premises because of safety protocols. Price on application. <i>Service only available for companies!</i>
Consultancy, Support, Backup- solutions, Project-assistance or Expert Witness, Computer forensics.	Information and price on application.	
Pick up service. <i>Also for 24/7.</i>	Pick up of any medium, located in The Netherlands, between 09.00 and 17.00 : € 25,00. 24/7 and/or special courier service available, worldwide. Please call.	
Broken Warranty Seal Surcharge	If the warranty seal on a hard drive is already broken, there is a surcharge of € 250,00 per hard drive for the extra diagnosis work.	
Surcharges Emergency Service (in addition to diagnosis and/or recovery charges)	Express Start (<1 hr) / Priority during working hrs 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. Call for prices.	

FAQ

How long does a diagnosis and/or recovery take?

On average the diagnosis takes 5 - 10 working days. A recovery can take up to 5 - 10 working days. The actual time will depend on the complexity of the recovery, the amount of data and availability of spare parts if necessary. Obtaining the right spare parts to enable a recovery can sometimes slow down the process by several weeks, please take note of this.

What are your chances for a successful recovery?

We spend a lot of time and effort to be able to recover 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 consult with you about the chances of 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 size of the data involved do play a role in the pricing structure, 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.

Logical or physical defects – what does that mean?

Logical defects are those that are caused by software malfunction.

Recovery of these disks will be done in our lab, but no cleanroom work is involved.

Physical defects are those that are caused by malfunction of the electronics or mechanics of the disk.

Recovery of these disks will take place in our cleanroom as the media will need to be opened.

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 representatives can give you advice on packing your media and shipping.

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.