

Q: FREecom DATA RECOVERY SERVICE, WHAT IS IT, WHAT DOES IT DO?

A: This service gives the right to one data recovery of a pre-registered hard drive. That can be either an internal hard drive from a computer or notebook, or an external hard drive. Also multimedia hard drives, game consoles and iPods are covered. The product gives anybody peace of mind – in case a hard drive crashes, the data is not lost, but can still be recovered. Usually a data recovery costs approx € 1500 (in a clean lab) – now for less than € 1 per month you can cover yourself against having to pay a lot of money for a real professional data recovery. And do not forget the stress in case it happens. In this case it's hassle-free.

The Freecom Data Recovery Service is not a software product! The defective hard drive will be physically recovered on platter level in a professional laboratory.

Q: I HAVE A CRASHED HARD DRIVE, CAN I BUY AND USE FREecom DATA RECOVERY SERVICE FOR IT?

A: No, it is not possible to register a broken hard disk. In case somebody does send in a broken hard drive our technicians in the lab are able to notice this and will not continue recovering the data. In case of (expected) fraud, the drive will not be recovered. There is no money-back-guarantee and even shipping costs could be fully charged in this case. Data Recovery Services works like any insurance*. After your purchase of Data Recovery Services you must register a working hard drive. In the event your registered hard disk crashes you are entitled to one full data recovery.

*Data Recovery is similar to a car-insurance, an insurance of your home or the insurance you book when you go on holiday. You buy it to ensure yourself that in case of an event, you will get back that what is important to you.

Q: WHAT WILL BE RECOVERED FROM MY DRIVE IN CASE IT CRASHES?

A: We will recover all possible recoverable information such as photos, music, movies, personal and business documents. We can not recover installed programs or operating systems.

Q: WHICH BRANDS DOES FREecom DATA RECOVERY SUPPORT?

A: The Freecom Data Recovery Service is brand independent; all brands of hard drives (i.e. WD, Seagate, Hitachi, LaCie, Iomega and others), all brands of computers and notebooks (HP, Acer, Dell, Apple), all brands of game consoles with a hard drive; Playstation and Xbox or even an iPod. Age of the device is not important, as long as the drive is registered before the crash.

Q: MY HARD DISK DRIVE IS OVER 5 YEARS OLD; CAN I STILL REGISTER A DATA RECOVERY SERVICE FOR IT?

A: We accept hard drives of any age as long as the drive is working at the time of registering

Q: HOW MANY DRIVES CAN I REGISTER?

A: We accept one drive per Data Recovery Service. If you own multiple drives you must register one Data Recovery Service for every drive.

Q: HOW MANY RECOVERIES AM I ENTITLED TO?

A: You are entitled to one recovery per subscription; you register your drive with the use of the device's serial number. When the content of the registered drive is sent back to you, the Recovery service is no longer valid.

Q: DO I RECEIVE MY DEFECTIVE HARD DRIVE BACK AFTER RECOVERY?

A: After recovery you will not receive your drive back. Your data will be sent back to you on a suitable data carrier. This can be a USB Stick, CD or DVD, per email, via a FTP server or even on a brand new hard drive. This depends on the amount of data recovered.

* There is one exception: when your data is lost but your drive is not broken we will ship back your data on your original drive.

Q: CAN I USE THIS DATA RECOVERY SERVICES FOR MY NOTEBOOK OR PC?

A: Yes you can! You can register Data Recovery Services for all devices that store data on a hard disk: internal/external hard drives, computers and notebooks.

Note: the hard disk needs to be removed from the desktop computer, when sending for recovery. Notebooks can be sent in completely, but safely packed!

Q: MY DATA IS ENCRYPTED, CAN YOU RECOVER THE DATA?

A: Yes, we can recover any encrypted hard disk, because we access the data in low level, but we can't check the integrity of recovered data. We send the information encrypted, but we can't guarantee that it works properly. In these cases the end user could send us all the tools used to encrypt the data so we are able to check the integrity.

Q: CAN I USE THIS DATA RECOVERY SERVICES FOR RAID SYSTEMS?

A: Data Recovery Service is not applicable for RAID systems. Data Recovery Services is only for single disk systems.

Q: FOR WHICH OPERATING SYSTEMS CAN DATA RECOVERY BE USED?

A: Data Recovery Service is operating system independent. We can recover data from all Operating systems.

Q: FROM WHICH FILE SYSTEMS CAN DATA BE RECOVERED?

A: We recover data from FAT, NTFS and HFS formatted drives.

Q: CAN YOU ALWAYS RECOVER MY DATA?

A: With more than 15-years in data recovery experience, our professional technicians are very successful in recovering data and have one of the highest success rates, however if the drive is damaged too much or if the owner has tried to recover the data with recovery software this can result in permanent loss of data and influence the results in a negative way.

Q: WHAT IS THE SUCCESS RATE OF DATA RECOVERY SERVICE?

A: Our recovery success rate is 97, 82% for brand new computers/notebooks, and more than 85% for external hard drives. The lower success rate for external hard drives is due to accidents that often happen when an external drive drops, which can result in damage on the platter surface.

Most common failures in data loss are Natural Disasters (1%), Viruses: (8%), Software failure (14%), Human mistake: (28%) and Hardware failure (49%)

Q: ARE THERE ANY COSTS FOR SENDING IN MY DRIVE FOR RECOVERY?

A: There are no additional costs after purchasing Data Recovery Services. You only need to bring your Drive to the post office. After that Freecom will take care of everything.

Q: HOW LONG DOES IT TAKE TO RECOVER MY DATA?

A: in most common situations we are able to recover your data in 2 weeks after receiving the crashed HD. In case we need to buy spare parts for your drive the recovery might take longer.

Q: WILL THIS DATA RECOVERY SERVICE ONLY TRY TO RECOVER MY DATA WITH SOFTWARE?

A: No. The service is much more sophisticated than that. We have several levels of recovery; these levels include software, hardware substitution up to clean room disassembly on platter level.

Q: HOW DOES THE REGISTERING FOR DATA RECOVERY WORK?

A: The procedure consists of 2 steps,

1. Registering your product
2. Registering for the recovery service after crash/data loss.

Registering your product:

- Visit www.freecom.com/datarecovery
- Enter your personal data
- Enter information about the product you want to register (Brand, Model, serial number)
- Enter unique registration number (printed on the Terms & Conditions sheet in the retail package)

Registering for recovery service when the registered hard drive is defect:

- Visit www.freecom.com/datarecovery or call your local Freecom support center
- Fill in recovery request form on the website
- Pack your Hard Drive, notebook securely
- Your parcel will be picked up by a courier

Q: WHAT HAPPENS IF I SEND IN MY HARD DRIVE/NOTEBOOK AND BY ACCIDENT THE PACKAGE GETS LOST?

A: Your parcel is insured for damage and loss up to an amount of € 1.000,-

Q: MY HD IS NOT CRASHED BUT I ACCIDENTLY DELETED IMPORTANT DATA, IS THIS COVERED WHEN I BOUGHT DATA RECOVERY SERVICE?

A: Yes, Data Recovery Service also covers deleting data; it is very important to immediately stop working on the drive, to prevent the data to be overwritten! When your data is lost but your drive is not broken we will ship back your data on your drive.

Q: WHAT HAPPENS WITH MY "OLD" DRIVE AFTER YOU RECOVERED MY DATA?

A: Your data will be recovered and returned to you, we will recycle your "old" drive* for parts and make sure that all remaining parts will be recycled in an ECO friendly way.

* There is one exception, when your data is lost but your drive is not broken we will ship back your data on your original drive.

GOOD TO KNOW:

- Registering only takes 5 minutes
- Only files (photo's, movies, music documents) can be recovered, not software like Windows or SAP
- Your data is treated with utmost confidentiality