



SEND YOUR DEVICE TO

Vertex Fund Recovery, Forsyth House, Cromac Square, Belfast, BT2 8LA

Post fully insured, or drop off

Mon–Fri 9am–5:30pm

Seal your device inside a padded envelope or small box, and enclose this form. There's no collection service— post it to us fully insured, or drop it in. We don't recover mobile phones or tablets.

1 Your details

FULL NAME

PHONE

EMAIL

COMPANY (IF ANY)

POSTAL ADDRESS

TOWN / CITY

POSTCODE

2 Your device

DEVICE TYPE — TICK ALL THAT APPLY

- | | | | | | | |
|-------------------------------------|-------------------------------------|---|------------------------------------|--------------------------------------|--|--------------------------------------|
| ☐ Hard drive | ☐ SSD / NVMe | ☐ External drive | ☐ USB stick | ☐ Memory card | ☐ Mac / MacBook | ☐ Laptop / PC |
| ☐ RAID | ☐ NAS | ☐ Server | ☐ SAN | ☐ Other | | |

MAKE / MODEL

CAPACITY

NO. OF DRIVES

RAID / NAS / server: please send the drives only (not the enclosure or controller), each labelled with its bay order— 1, 2, 3...

3 What's happened

THE FAULT — TICK ALL THAT APPLY

- | | | | | | | |
|--|---|--|---------------------------------------|---|--|------------------------------------|
| ☐ Dropped / damaged | ☐ Won't power on | ☐ Clicking / grinding | ☐ Water / fire | ☐ Electrical surge | ☐ Deleted files | ☐ Formatted |
| ☐ Corrupt / RAW | ☐ Virus / ransomware | ☐ Other | | | | |

TELL US WHAT HAPPENED (ANY WARNING SIGNS, NOISES, OR RECENT EVENTS)

4 What you need back

THE FILES & FOLDERS YOU NEED MOST — BE AS SPECIFIC AS YOU CAN (FILE TYPES, FOLDER NAMES, DATES, DRIVE LETTERS)

APPROX. AMOUNT OF DATA

PASSWORD / RECOVERY KEY (IF ANY)