

**Sales and contract enquiries**  
01788 563128  
[sales@datassurance.co.uk](mailto:sales@datassurance.co.uk)

**Service centre and recovery enquiries**  
0845 600 4753  
[service@datassurance.co.uk](mailto:service@datassurance.co.uk)

## How to send your equipment for data recovery

**Important: Please ensure you have been issued a Recovery Job Number by our service centre**

1. Determine if you can deliver your equipment to us in person (this is always the safest method) or choose an appropriate courier company
2. If sending your equipment, package securely:
  - a. Find a strong cardboard box, large enough to give a clearance of at least two inches along each side of your equipment
  - b. Wrap your equipment in a suitable cushioning material such as bubble-wrap or foam, enough so that it fits into the box without movement
  - c. DO NOT use loose packaging material such as polystyrene chips
  - d. Close the box and secure with strong packing tape
3. Complete all fields right and include this form with your equipment. This form can be used as an address label – fold on the line indicated and attach securely to the outside of your parcel
4. Send or deliver your equipment to our service centre below. Always use a traceable delivery service and obtain a parcel tracking number. For peace-of-mind, insurance should be considered
5. We will contact you following the evaluation of your equipment

**Thank you for choosing DATASSURANCE**

(For further advice on sending your equipment, please contact our service centre using the telephone number or email address above)

**Name:** \_\_\_\_\_

**Contract no.:** \_\_\_\_\_ (If known)

**Recovery Job no.:** \_\_\_\_\_

**Return Address:** \_\_\_\_\_

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\_\_\_\_\_

**Postcode:** \_\_\_\_\_

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**! WARNING DATA PRESENT !**

DATASSURANCE Service Centre  
R&R House  
Normandy Lane  
Stratton Business Park  
Biggleswade  
Bedfordshire  
SG18 8QB