

DATA BACKUP CHECKLIST

CLIENT NAME: _____
 SERVICE CALL # _____ -- _____

Please read carefully and sign

This Document will allow us to properly backup all your data and prepare you for what to expect from the Data Backup process.

We can only backup data that is identified to us as important. Please describe below, in as much detail as possible, the data you wish to have backed up:

General Description of Data	Specific Filenames or Extensions of Importance	Specific Location	Comments (how many files, date range, etc.)

Please read the entire description of each item and place a check mark in each box to verify you are familiar with our process.

- Usually a Data Backup is needed due to hardware or software failure or to be proactive and prevent data loss. Any pre-existing issues may result in data corruption or loss, meaning some of the files may not work properly. In addition, attempting Data Backups can damage the storage device further, thus preventing any further Data Backups attempts. The Geek Squad, Inc. or Best Buy Co. is not responsible for further damage to the storage device while attempting recovery through standard means.
- Our work is based on a flat-rate price for this work. If we can Backup/Rescue/Migrate only a portion of this list, you will be required to pay the full amount of the flat-rate quoted to you.
- Data Backup is not guaranteed to get all of your data. The more specific you are, the better chance we have of getting every piece of data that you are requesting. NOTE: SOME OF THE DATA BACKUPED MAY REQUIRE YOU TO PERFORM A MANUAL IMPORT BACK INTO YOUR SOFTWARE. THIS IS NOT INCLUDED IN THE COST. WE WILL BE HAPPY TO PERFORM THIS FOR YOU FOR AN ADDITIONAL CHARGE.
- We strongly recommend that you keep your original storage device containing the original data for at least 90 days. Additional charges will apply for any additional data requests.

LIMITATION OF LIABILITY: GEEK SQUAD, INC. OR BEST BUY CO. SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO YOU OR ANY PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS, DAMAGE OR INJURY TO PERSONS OR PROPERTY CAUSED DIRECTLY OR INDIRECTLY BY THE WORK PERFORMED.

I HAVE READ AND FULLY UNDERSTAND AND ACCEPT THE TERMS OF THIS FORM.

Customer Signature: _____ Date: _____



DATA BACKUP DEBRIEFING FORM

CLIENT NAME: _____
SERVICE CALL # _____ -- _____

I. WHAT WILL YOU FIND THE DVD(S)/CD(S)?

The data from your computer was recovered and saved on the DVDs/CDs per your requirements, except the following:

1. _____
2. _____
3. _____
4. _____

We could not recover these files due to severe software corruption or hardware issues.

II. HOW DO YOU COPY THE DATA FROM THE DVD(S)/CD(S) ONTO YOUR COMPUTER?

When data is moved from one computer to another, it may appear a little different. We go to great lengths to make sure that all of the data that you requested is present. You can always use a search function to find a specific file on the CD/DVD-ROM we provide. Below are the steps to get the data back onto your computer from the CD/DVD.

1. COPY THE DATA TO A COMPUTER

The data must be copied to a computer before being used or modified. To do this, copy the data to its normal location on your hard drive.

2. CHANGE THE "READ ONLY" SETTING

The data that gets copied from a CD/DVD to a hard drive will be Read-Only on the hard drive. (Note: if you have Windows XP, this will be changed by the operating system when copied automatically.) This means you will be able to view and open your data, but you will not be able to make changes to it until the attributes are changed. To change this you need to right click on the target file ON THE HARD DRIVE after it has been copied there. Then select 'Properties' from the menu that appears. When the dialog box pops up with file attributes, simply uncheck the box marked 'Read Only' and click 'OK'. You can also select multiple files and change their attributes simultaneously.

3. REINSTALL APPLICATIONS ON YOU COMPUTER

In order to be able to use the data files that we recovered you need to have applications that use the data files reinstalled. For example, if you want to use Word files you have to reinstall Microsoft Word on your computer before the files can be used. Follow the application manufacturer instructions to properly install.

4. Use the data Now your data files should be ready to open from within your application or by double-clicking on them in Windows Explorer. Note: If you are uncomfortable with any of the above steps, we would be glad to provide these services for you for an additional charge.

III. FUTURE DATA LOSS PREVENTION

Hardware and software failure is inevitable, but losing precious data is not. We strongly recommend you to do regular backups of important information to CDs, DVDs, or external hard drives. If you are unsure on how to do this, please, stop by nearest Best Buy store for consultation or to perform a back up. If you have any questions about copying recovered data to your computer, please, contact a Geek Squad Agent at the store where the Data Backup service was performed.

Customer Signature: _____ Date: _____

