

Opto Technica

Professional, Confidential and Cost Effective Data Recovery Services

Digital Photo Recovery Service



Designed specifically for today's digital cameras and DSLRs, this service focuses on recovering images from all memory card types, including CF, SD and MicroSD. Common problems include:

- Inaccessible or corrupted memory card
- Accidentally deleted photos Reformatted memory card

All image formats are supported, including JPG, TIFF, PNG, DNG, NEF, CRW, SRF and other generic and raw image formats. Video files are supported as well, including MJPEG and AVCHD in AVI containers.

Data Recovery Service



For general data recovery needs, this service covers documents, spreadsheets, presentations, photos, music, video, email mailboxes, Internet bookmarks and various other files.

Common problems include:

- Inaccessible or corrupted drive/partition
- Accidentally deleted files
- Reformatted hard disk or drive
- Corrupted Windows or Windows unable to start up

All major storage devices are supported including:

- 3.5" or 2.5" hard disk
- IDE, EIDE, Serial ATA (SATA)
- External USB or Firewire Drive or USB Thumb Drive

YOUR RECOVERED DATA

Successfully recovered data will be returned to you with the following guarantees:

- 100% Privacy and Confidentiality
- Recovered data amounting to 20GB or less will be returned in CD or DVD form, otherwise you will need to provide an external USB drive to store the recovered data
- All recovered data will be kept for 7 days, after which it will be securely erased according to current data erasure industry standards
- If for some reason, the recovered data is further lost or corrupted within 7 days, we will provide you with a replacement copy free of charge

Data Recovery Services Pricing

FREE Pre-recovery Evaluation

If we are unable to recover your data, no charges will be imposed and all devices / media / materials will be returned.

Digital Photo Recovery Service	
Standard Rate *All media type and capacity	\$100

Standard Service

- Typical service time is between 3 to 5 working days

Data Recovery Service	
20GB and smaller	\$400
21GB to 90GB	\$550
91GB to 260GB	\$700
261GB to 510GB	\$850
510GB to 1.3TB	\$1,000
1.31TB and larger	\$1,500

Express Service

- Express service turn around time is between 48 to 72 hours
- A 50% surcharge of total fees will be imposed

Specialized Data Recovery and Forensic Services

Customised or non-standard Recovery jobs that are not included in the above price list are offered for special cases including the following:

- HDD / Media hardware failure
- Data forensic search
- Optical Disk
- RAID / Array Volumes

No Obligation Pre-recovery Evaluation	\$350
This fee is waived if the recovery is not likely to be successful. However, if recovery is likely to be successful, this fee is non-refundable and payable before actual data recovery is performed.	
Specialised Data Recovery and Forensic Service	To be quoted
Turnaround Time	To be quoted

* Note: All prices above do not include transport or shipping costs of devices / media to / from Opto Technica's offices

Opto Technica
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WHAT YOU SHOULD DO

If you suspect that data has been lost, we recommend the following steps:

- Turn off desktop/laptop/camera immediately
- Do not copy, delete, install, reinstall or remove any software or files from the device
- Stop using and unplug the memory card, hard disk or USB thumb drive
- Do not create/save new data into the memory card, hard disk or USB thumb drive

FOR MORE INFORMATION

For more information on any of our products or services please contact us:

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