



**DRS BULGARIA**  
**DATA RECOVERY**

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## **General Terms and Conditions**

### **DRS Bulgaria Ltd.**

**Valid from 1 June 2007**

#### **1. Definitions**

- 1.1. **DRS:** Data Recovery Services Bulgaria Ltd. (or DRS Bulgaria Ltd.).
- 1.2. **Customer:** A private or legal person who places a data recovery job.
- 1.3. **Data recovery:** The process of extraction of data from a failed/corrupted/deleted storage media and delivering it to Customer in readable format.
- 1.4. **Contract:** Order from Customer to DRS to carry out a data recovery job or another written contract agreed between Customer and DRS.
- 1.5. **Products:** All services and products delivered by DRS.
- 1.6. **Price:** The price of a data recovery job will be as published on the website of DRS. Customer has to fill in an Evaluation form and send it with the storage media to DRS (or electronically).
- 1.7. **“No Cure, No Pay”:** Should DRS succeed to recover no (or not sufficient) data then Customer will be charged nothing except for possible Extra Services and shipping costs.
- 1.8. **Extra Services:** Services not included in the standard service level such as an “Urgent job”, “Spare parts” or a “Hard disk with a broken factory sticker”.
- 1.9. **Standard working hours :** Standard Bulgarian working hours 09:00 - 17:00 (08:00 - 16:00 Central European Time) and days (Monday to Friday) excluding all Bulgarian National holidays.

#### **2. Applicability**

- 2.1. These Terms and Conditions are applicable to all Contracts, Evaluation forms, offers and all services delivered by DRS, unless something else written has been agreed upon.
- 2.2. Possible General Terms and Conditions (or similar) of Customer are not applicable and will be rejected by DRS.

#### **3. Signing a Contract**

- 3.1. The contract is considered signed at the moment when a signed Evaluation form is received. The contract is based upon the information specified by Customer.
- 3.2. Verbal agreements or promises of any sort from employees of DRS are only valid if confirmed and signed by the General Manager of DRS.
- 3.3. Every party has the right to immediately cancel the contract without any judicial verdict should the other party be declared bankrupt or entered a Chapter 11 stage. DRS is authorized to cancel the Contract should Customer do not keep his obligations.
- 3.4. DRS is authorized to cancel all activities in case Customer doesn't submit a filled in and signed Evaluation form and shows obvious signs that will not keep its obligations.
- 3.5. The Contract enters into force for the period of the Contract unless something else written has been agreed upon between both parties.



#### **4. Turnaround times**

- 4.1. All turnaround times are indicative and declared according to the information delivered by Customer at the moment of signing the Contract. DRS will do its best to recover the data within these timeframes.
- 4.2. Turnaround times mentioned should therefore not be considered fatal and promised. Customer will be immediately notified and a new turnaround time will be specified, should DRS consider during the recovery process that the typical turnaround times will be exceeded.

#### **5. Assistance/Informational obligations of Customer**

- 5.1. All orders will be processed according to information (such as names of files, specifications, wishes, etc.) supplied by Customer. Customer is fully responsible for the authenticity of this information.
- 5.2. Customer will not keep DRS liable with any kind of claim or indictment with regard of the information supplied.
- 5.3. Customer will always grant DRS timely assistance towards any kind of information necessary to recover the data.
- 5.4. DRS is authorized to cancel the Contract and cease all data recovery activities should requested data not be timely or according to agreements supplied by Customer or should Customer in any other way do not keep his obligations.

#### **6. Confidentiality**

- 6.1. Both DRS and Customer are mutually obliged to keep all information (names and contents of files, directories, customers, products, services, etc.) supplied by the other party strictly confidential. All this information can only be used in order to successfully finalize the data recovery job according to the Contract signed.

#### **7. Responsibilities**

- 7.1. DRS is not responsible in any way for indirect damages or losses of Customer, financial losses or missed profits, losses due to delay of the data recovery or due to data been non-recoverable.

#### **8. Infirmary**

- 8.1. In case one or more of these paragraphs are declared void by an official judicial body then all others remain valid and in force.

#### **9. Risks**

- 9.1. The risk of sending the storage media to DRS is entirely to Customer.
- 9.2. The risk of future problems with the temporary storage media after the moment DRS has delivered the recovered data and Customer has confirmed that they are in readable format is entirely to Customer.

#### **10. Data recovery**

- 10.1. The data recovery services are carried out according to the "No Cure, No Pay" rule, excluding extra services. The exact prices are published on the website of DRS. After evaluation of the failed storage media Customer will be informed about the data that can be recovered. Should Customer agree with this quote he has to pay the price for the service so that DRS can complete the data recovery job. In case Customer does not agree with the offer (due to quality been insufficient), he can cancel the order without any further financial obligations, except for shipping costs and possible extra services.
- 10.2. Delivery of the recovered data is been carried out after payment of the service.
- 10.3. Customer declares to be aware that recovery of data (all or partially) is not always possible.
- 10.4. The recovered files are sent back to Customer on DVDs in most cases. The obligation for copying those data back on the new hard drive is entirely to Customer. If the circumstances allow, the recovered data can also be downloaded from the FTP server of DRS. A new hard drive to deliver data to Customer is been used only by recovery of more than 80GB.



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- 10.5. All data recovery activities will generally be carried out during standard working hours and under normal working conditions.
- 10.6. Customer has to pay for the shipping costs or to initiate shipment back by himself, should he cancel his data recovery job. In case Customer do not do any of these actions within one month after cancellation, then DRS will presume that Customer is not interested to have the faulty storage media back.

## **11. Prices and payments**

- 11.1. The current prices are published on the DRS website.
- 11.2. DRS is authorized to change the current prices at all times. The date since the current prices are valid is specified on the website. All jobs that are being processed will be finalized according to the old prices should a change of the prices occur.
- 11.3. All prices on the English website are in Euro.
- 11.4. DRS accept currently only bank wire transfers by payment of invoices.