



## INSTRUCTIONS TO REQUEST FORMS

**Request Forms** 1000 Miles Network's Data Recovery and Special Handling Request Forms can be downloaded from <http://storage.1000miles.net/forms.html> or send to our customers via email upon request. Request Form(s) should be completed and included in all shipments, packaged together with the data storage media. Any shipment received without Request Form(s), or incomplete Request Form(s) will not be processed and may be delayed. Information mandatory includes:

**Customer Name/Contact Person, Company Name, Telephone/Email Address:** Contact information  
**Company Address, Country/Postal Code:** Correspondence address, where Quotations will be sent  
**Ship-To Address:** Shipping address for returned/output media, if it is different from Company Address  
**Invoice-To Address:** Billing address for services rendered, if it is different from the Company Address  
**Terms & Conditions:** Customers shall agreed to our Terms and Conditions, and issue Non-Disclosure Agreement to protect customer confidentiality  
**Authorizing Name, Signature/Date, Customer Stamp:** Form(s) to be approved, signed and stamped

For Data Recovery Request Forms:

**Receivables:** Evaluation Service Plan (Express - 48 hours, including weekends and public holidays and Standard - 3-5 working days), Media Type, Operating System and Serial Numbers, Please indicate in tick boxes accordingly  
**Problem Description:** Any useful information that may help in the recovery of the data, such as recall of what last happened during the usage of the hard disk  
**Instructions:** Any special instructions for us, such as when finish, call client for pickup

For Data Special Handling Request Forms:

**Receivables:** Items List, Description (Inc. Serial Number if any), Quantity  
**Action to be Taken:** Data Erasure, Data Degaussing and/or Disk Destruction (Physical). Please indicate in tick boxes accordingly.  
**Comments:** Any useful information that may help in the handling of the data  
**Instructions:** Any special instructions for us, such arrange for delivery for storage media to recycling companies, additional fee may be applicable

**Packaging and Handling Tips** 1000 Miles Network shall not assume responsibility for any data media damaged in shipment. It is recommended that fillers such as bubble wrap or foam padding be used, ideally in its original packaging (if available); otherwise in a box/container/padded envelop with sturdy support and reinforcement. Best with anti-static bag for ESD protection. All packages should be properly labeled with "fragile" red caution labels and marked with "magnetic storage media, do not x-ray".

Shipment should be addressed to: **1000 Miles Network (AP) Pte Ltd (Storage Solutions), Block 1002, Jalan Bukit Merah, Redhill Ind Est, #04-01, Singapore (159457)**

**Courier Services** 1000 Miles Network recommends that a professional courier service provider be engaged for the deliveries. For local and specific international markets, we provide courier services for an additional fee.

**Output Media** 1000 Miles Network includes the costs of output media (of similar or compatible configuration) in its Quoted Services, unless otherwise indicated. No warranty for service and products will be passed on, if client provides their own output media.

**Warranty to Data** 1000 Miles Network, due to the nature of information, do not warranty the quality or integrity of the information provided to us. For Data Recovery, we only warranty that the information on media is recovered intact in its original condition, immediately readable to output media, supplied by us. For Data Special Handling, we only warranty that the information on media is not recoverable after data erasure and/or degaussing and provide for evidence of destruction of the data and media.