

MICRO[Ⓞ]EXPERT

Packaging and Shipping procedure

Important notes:

We are not responsible for any damage or theft that may be suffered by the media during handling and shipping. Discs and other electronic media are extremely fragile and should be handled accordingly. Never open a disk, this could make recovery impossible. Only extract the disk from the computer.

Always put the disc in an anti-static bag or, failing that, in aluminum foil. If you are shipping multiple discs, use an individual anti-static bag for each one. Also, anti-shock padding material (such as "bubble wrap" or newsprint) is required between each disc so as not to collide during transport. Also make sure padding material is adequate and used in sufficient quantity (at least 2 inches of padding should protect each disc from all sides). Never send the disc in an envelope, even if it is padded, the use of a box and padding material is essential.

Attach in the package the "Evaluation Request" form duly completed, signed and dated. <http://www.microexpert.ca/evaluation2.pdf>

In the "Evaluation Request" form, indicate as precisely as possible the problem and how the corruption happened (accidental erasure of the data, particular event which caused the loss of the data, noise of the disks ... etc.). Indicate if any data recovery attempts have been made before sending us your drive.

For shipping, we recommend using a courier service that has the ability to trace your package. Write on the box: "Fragile - Handle with care".

Ship to : **MicroExpert**
9320 Avenue de GALINEE
MONTREAL (QC) H2M 2A6

For further information or clarification, please contact us by Email (info@microexpert.ca) or by phone (514-739-7759).

Pack the defective disc in an anti-static bag:



Prepare the package with padding in sufficient quantity:



Attach the "Application for Evaluation" form and send:

