



**Q: Why did this happen?**

**A:** The marvel of human engineering that contains your data is likely very reliable, statistically speaking. The unfortunate reality is that every storage device regardless of its simplicity or complexity will inevitably fail. Catastrophic failure can occur without prior symptoms or warning.

**Q: How much does data recovery cost?**

**A:** TAYLORMARK's Digital Life Recovery service will price in the range of \$249-\$999. TAYLORMARK's highest price is likely 50% or less what is charged by the typical local or national data recovery service provider.

**Q: What if I am unsure whether my data is worth the cost?**

**A:** Make absolutely sure that the data at risk is not located elsewhere. If you find yourself "on the fence" whether the data is worth TAYLORMARK's efforts please take the time necessary to be confident in your decision.

**Q: Can data recovery cost more than \$999?**

**A:** Yes. The cost of data recovery can total more than \$999 when rush service is requested, when a storage device is made up of multiple hard drives, or when the data to be recovered exceeds 1TB. If your data recovery meets any criteria that would exceed \$999 we will gain your approval before moving forward.

**Q: Do you have a partial payment option?**

**A:** Yes. Speak to us about your circumstance. We will work with you.

**Q: How long will it take to recover my data?**

**A:** TAYLORMARK's Digital Life Recovery service takes 2-3 business days in most cases. The typical local or national data recovery service provider will likely require 5-15 business days for a standard recovery.

**Q: If I have a deadline, can you get me my data faster?**

**A:** TAYLORMARK has a **24/7 RUSH SERVICE** option. TAYLORMARK will start your recovery immediately and work around the clock 24/7. Rush service can (in some circumstances) yield a successful outcome within hours.

**Q: Can you guarantee that my data will be recovered?**

**A:** No. We will always do our best, but the outcome of TAYLORMARK's efforts to recover data cannot be predetermined or guaranteed. Catastrophic media damage can eliminate the possibility of recovery.

**Q: Am I responsible for any charges if you are unsuccessful?**

**A:** \$129 will be due if recovery attempts have been made. Charges for shipping, delivery, and /or parts will be due if such services were needed.

**Q: What is a successful recovery / How will my data be returned?**

**A:** An *Intact Recovery* is the best possible outcome. An exact copy of your data is returned with little to no damage caused by the failure.

A *Mixed Recovery* returns all recovered data that still has file/folder structure and any additional data sorted by file type.

A *Bulk Recovery* returns data sorted by file type only. Bulk recoveries are only seen when the failure has caused irreparable damage to the structures that organize your data. Even so, programs like iTunes and iPhoto can be directed to import their respective files in just a few clicks.

**Q: When will you call me with status updates?**

**A:** TAYLORMARK will contact you daily with updates. You are welcome to call anytime to check on the status of your data recovery.

**Q: Do you offer pick up and delivery services?**

**A:** Yes. Pick up and delivery services are available at additional charge.

**Q: Even under warranty, am I responsible for the cost of data recovery?**

**A:** Yes. Hard drive vendors and computer manufacturers presume you know the risks regarding your data and expect you to mitigate the possibility of data loss by performing regular backups.

**Q: How can mechanical component failure affect data recovery?**

**A:** In some cases a mechanical failure will cause damage to delicate parts inside the hard drive. These parts must be replaced before the data recovery process can be attempted. Data recovery that requires part replacement will likely cost substantially more and require additional time to complete.

**Q: Does your data recovery service include reinstallation of the programs that I added to my computer?**

**A:** No. In most cases your applications will work following an intact recovery, but to be certain your programs perform properly it is recommended that you reinstall your 3rd party applications. TAYLORMARK can reinstall your 3rd party applications if the installer media and licensing information is provided. The time required to reinstall your software will be added to your recovery cost.

**Q: Do I need to bring in an additional hard drive for my recovered files?**

**A:** You are welcome to bring an additional drive for your recovered files, but if your computer is under warranty it may be unnecessary.

If your failed drive is in a computer that is under warranty TAYLORMARK will secure your recovered files on TAYLORMARK storage until you return with your repaired computer. Your recovered files will then be copied to your repaired computer.

If your failed drive is in a computer that is out of warranty you will need to decide whether to replace your computer or have the computers failed hard drive replaced. If you intend to repair your computer, you may supply the replacement drive or engage TAYLORMARK to procure a replacement drive. Your recovered data will be copied to your repaired computer.

If data recovery service was for an external hard drive, you are welcome to supply the additional external hard drive needed to copy the recovered files or you may engage TAYLORMARK to procure an external hard drive for your recovered files.

**Q: Will replacing my hard drive resolve my computer problems?**

**A:** Yes, if the hard drive was the only issue needing repair. No, if there were other problems that caused the need for data recovery or were present at the time your hard drive failed. You can mitigate that risk with a new computer.

**Q: What if I am replacing my old computer with a new computer?**

**A:** If you decide to purchase a new computer, TAYLORMARK will gladly copy the recovered files to your new computer.

**Q: What should I do with my old computer if I get new computer?**

**A:** TAYLORMARK will gladly recycle your old computer, and in some cases offer a trade in credit of up to \$150 for your damaged or out of warranty computer.

**Q: How do I prevent this from happening in the future?**

**A:** TAYLORMARK can come to you, collect and capture the assets of your digital life and store that data in your own personal Digital Safe Deposit Box. A TAYLORMARK Digital Life Contingency Plan can ensure you have protected your digital life from loss through fire, flood, theft, drive failure, and the many unforeseen events that can essentially erase your existence in today's digital age. The legacy of your Digital Life is worth preserving.