

FREQUENTLY ASKED QUESTIONS :-

1) My Disk is crashed , can you recover data ?

Since each hard disk & crash is unique (technical parameters like SA, platter degradation, firmware defects etc) , a thorough diagnostics is needed in order to conclude.

2) What is cost of data recovery ?

Charges depend upon -

- 1) Type of disk (make / model engineering /firmware design),size , make & complexity of work
- 2) Technology used in the process.
- 3) Cost of spares.
- 4) Type & size of data & time taken by particular project.
- 5) In case of Physical recoveries Cost of spare has to be paid by customer .Diagnostic charges are also applicable.
- 6) Diagnostics charges are applicable for following instances as well
 - a) Previous recovery attempt is made. We do not accept such cases
 - b) In case of overwritten recoveries (OS reinstalled after format)

Only after thoroughly diagnostics of media , a firm quote can be given.

Cost of certain advanced firmware recoveries starts with Rs.5000+Taxes minimum and could escalate to higher level.

7) COST OF MECHANICAL RECOVERIES IS VERY HIGH AS SERIOUS CLEAN ROOM WORK IS INVOLVED. IT IS SUITABLE ONLY FOR MISSION CRITICAL CASES & WHERE COST CONSTRAINTS ARE NOT THERE.

3) Is recovery possible from Overwritten Drives?

Partial data can be recovered from overwritten drives however Each case must be analyzed separately. Pls.refer case studies in Download section.

4) How to check recovered data?

Using our internally developed tool,we send comprehensive data structure (with screenshots) showing each file/folder with its date / size etc . We can also give Remote access to recovered data for verification

5) How you will give recovered data ?

We can give data on any type of backup device . Data upto 8 Gb can be written on DVD's free of cost.

7) Is my Data Safe & confidential ?

We have stringent data confidentiality policies and all data is destroyed securely. Your data will remain 100 % confidential (and even not will be checked)

8) How long does evaluation take?

Time required for evaluation depends upon type of crash. While Initial diagnostics in some cases (logical) can be completed within 10 minutes, some disks may need more time (disk having physical / firmware issues).

9) How Much time will be needed for recovery ?

It depending upon type of crash & size of data , logical recoveries can Be completed within few hours. Firmware and mechanical recoveries may take longer time (even weeks or months) to conclude.(availability of spares is major issue for older disks)

10) Is my original file structure will be maintained ?

Except in case of severe file system damage & overwriting , original data structure will be maintained.

11) Can I recover data myself ?

We strongly recommend not to make any recovery attempt . This may aggravate original issue with the disk & may make recovery impossible. Disk must be removed & must not be powered again. Pls. refer download section for safe handling and storing disk.

12) Is encrypted recovery possible ?

While some of variants of Crypto Series of ransomware can be decrypted , not all types can be decrypted (Due to strong 2048 Bit encryption). We are making continuous R & D for the same. Partial data can be recovered from all types of encrypted disks (pls. refer www.cryptorecovery.net for more information)

12) I have tried to recover data / someone has tried to recover ,however data is corrupt.can you help us ?

As per our policies we do not accept hard disks on which previous work (ignorant experimentation) is done.

13) My data is personal and non corporate business data what will be charges for me?

We are considerate and even offer 100% free logical recovery to students , NGO's , Law enforcement agencies etc. We try to make recovery as reasonable as possible for personal users. Unfortunately in case of complex recoveries like physical / firmware even we don't have direct control on cost of recovery (due to cost of spares, time & technology used)

Download this page and other resources from "**DOWNLOAD**" Section
For Any additional information /Queries Pls.email - Support@datarecoverypune.net