Terms & Conditions – Data Recovery Services

By submitting this booking form, you agree to the following Terms & Conditions:

1. No Guarantee of Data Recovery

Optima Computers will make every reasonable effort to recover your data; however, **we do not guarantee that any data will be recovered**.
Data recovery depends on the condition of the device, prior attempts, and the nature of the failure.

2. Limitation of Liability

You acknowledge and agree that:

- Optima Computers **is not liable for any loss, corruption, alteration, or damage to data**, whether existing prior to service or occurring during the recovery process.
- Optima Computers **is not liable for any indirect, incidental, consequential, or financial loss**, including loss of business, revenue, profits, or opportunities arising from data loss or service delays.
- The maximum liability of Optima Computers, under any circumstance, shall not exceed **the total amount paid for the diagnostic or recovery service**.

3. Risk of Device Damage or Loss (Including Transit to Lab)

You acknowledge that data recovery involves inherent risks. You agree that:

- Your device may suffer **additional physical or functional damage** during diagnostic or recovery procedures.
- Optima Computers is **not responsible** for any damage that may occur during these procedures.
- Where a device must be transported to an external lab or partner facility, you understand that **transit involves risk of loss, delay, or damage**, and Optima Computers **accepts no liability** for any device lost, damaged, or delayed while in transit or in the possession of third-party couriers, shipping services, or partner labs.
- In the event of loss or damage during transit, the maximum liability of Optima Computers shall remain strictly limited to **the amount paid for the diagnostic or recovery service**, and no consequential or financial losses will be compensated.

4. Warranty Void / Prior Attempts

Previous repair or recovery attempts may reduce the chances of success. Optima Computers is **not responsible for damage caused by previous work** or for any voided manufacturer warranties.

5. Data Privacy

All recovered data is handled confidentially. Data will be stored securely for up to **7 days** after completion unless otherwise agreed. After this period, recovered data will be **securely deleted**.

6. Abandoned Devices

Devices not collected within **60 days** of service completion may be disposed of or recycled. Optima Computers will make reasonable attempts to contact you before disposal.

7. Customer Authorisation

By submitting your device, you confirm that:

- You are the lawful owner or have legal permission to access the data.
- You authorise Optima Computers to perform diagnostic and recovery procedures, which may include disassembly of the device.

8. Payment Terms

- Diagnostic fees are **non-refundable**.
- Full payment is required before any recovered data is released.