RESCUE CLAIM PROCESS

Rescue
DATA RECOVERY SERVICES

The customer goes to seagate.com/contacts and opens an online chat

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Seagate employee completes an online data recovery form

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Seagate employee emails a prepaid shipping label

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Customer sends the hard drive for the recovery order

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Seagate sends confirmation and customer service referral number

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The recovery order takes approximately 15 working days

Recovery was successful

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The data is returned on encrypted storage along with a replacement drive

Recovery is not possible

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The original drive is sent to the customer along with a replacement drive

SEAGATE

SEAGATE GAMING