

# Lost vital data?

**Before you do anything, follow these simple steps:**

## 1. Unplug your computer

While your computer is running, it's likely that more damage is occurring to the data on your drive. Disconnect the power at its source.

**Do not use the Windows shutdown feature.**

## 2. Don't try to fix it

File repair systems like CHKDSK are NOT recommended. Often they complicate matters further, making hard disk recovery more difficult and expensive.

**Data recovery should NEVER be attempted on the original disk.**

## 3. Call: 0800 LOST FILES

Once you've made contact on 0800 5678 34 we'll guide you by phone from there. In most cases we'll have your data back to you within 3-4 working days.

**No Fix, No Fee\*.**

\*Excludes mobiles and tablet devices