






**3 YEARS INCLUDED**


 Customer calls Seagate Rescue  
0800-7832826 / 31-(0)20-6556-485

 Seagate agent completes an online  
data recovery submission form

 Seagate agent emails a  
pre-paid shipping label

 Customer sends HDD or SSD for recovery

 Seagate sends notification & case tracker  
to customer opening a case with CSO

 Data recovery – can take  
up to 15 business days

 Successful  
recovery

Data is returned  
on encrypted  
storage, along with a  
replacement drive

 Unsuccessful  
recovery

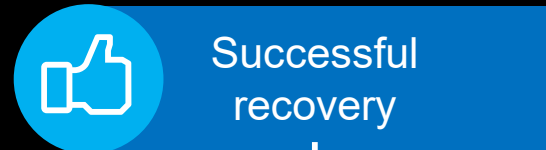
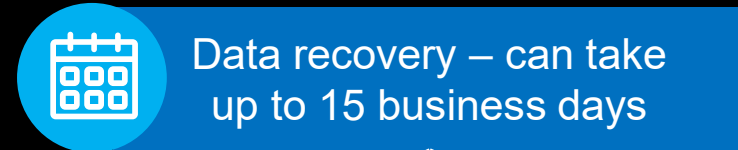
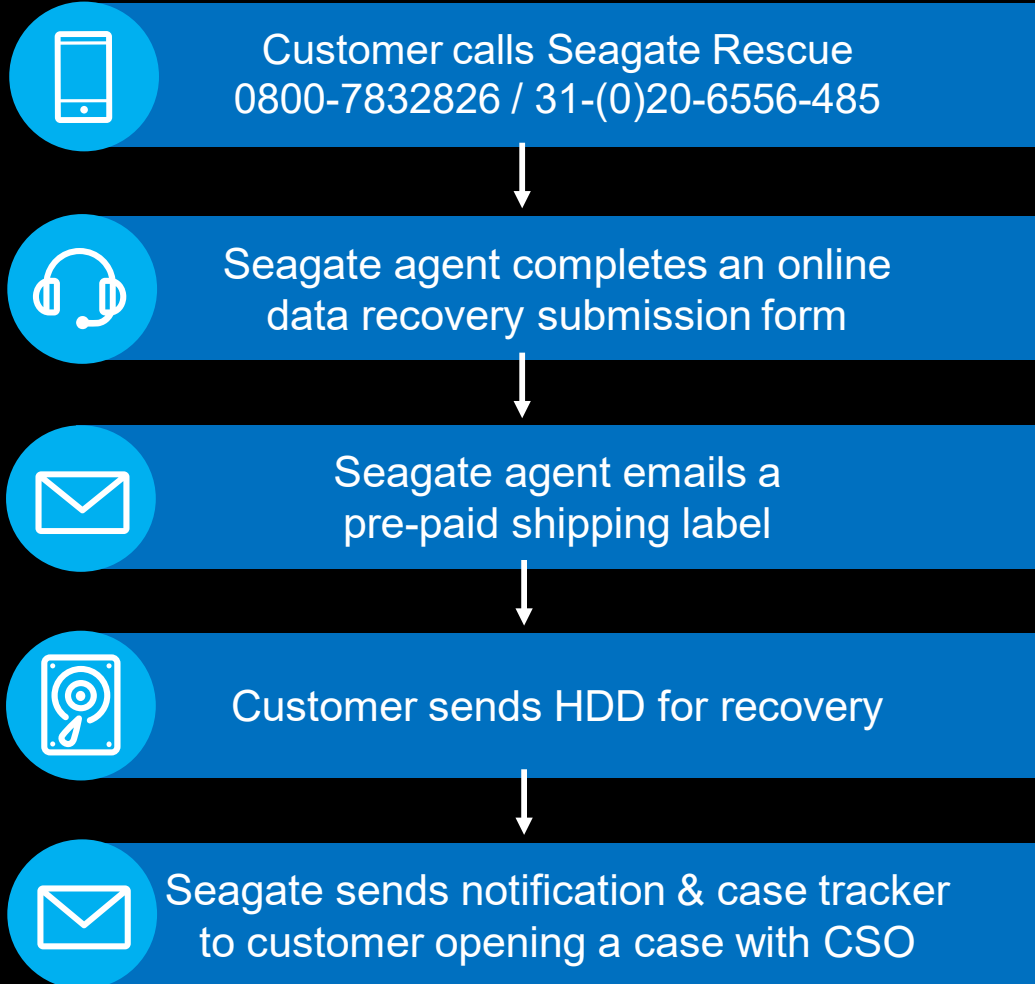
The original drive is  
sent to the  
customer, along with  
a replacement drive

# RESCUE CLAIM PROCESS

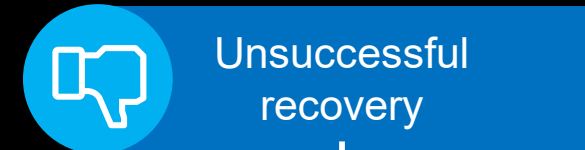




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Data is returned on encrypted storage, along with a replacement drive



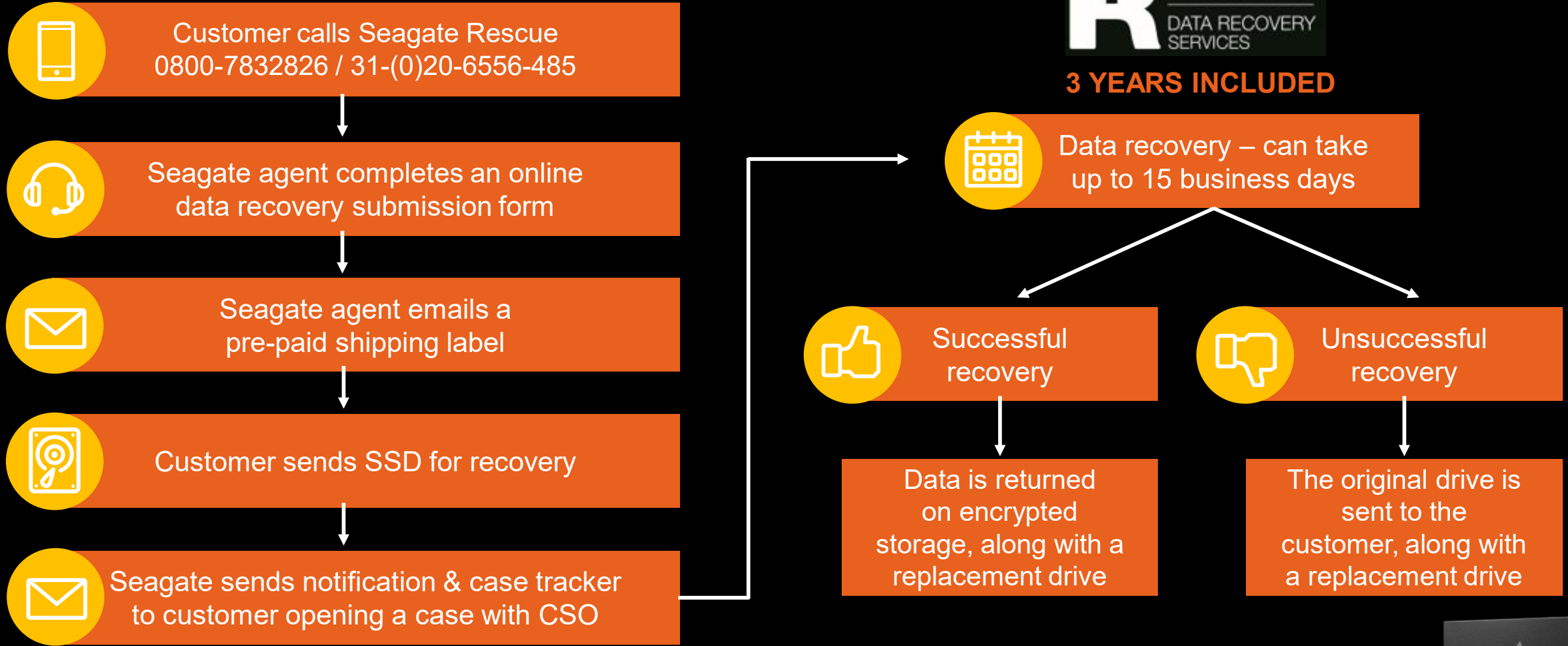
The original drive is sent to the customer, along with a replacement drive

# RESCUE CLAIM PROCESS





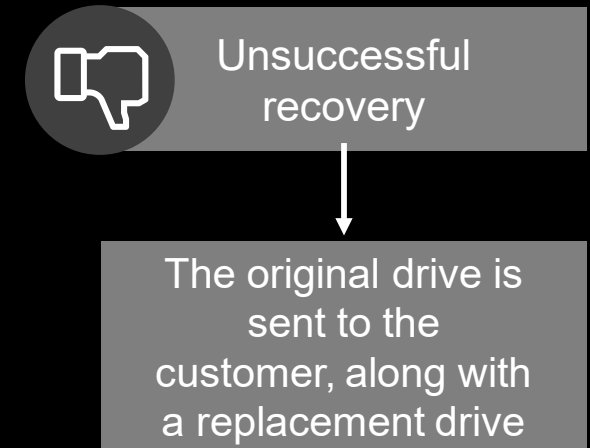
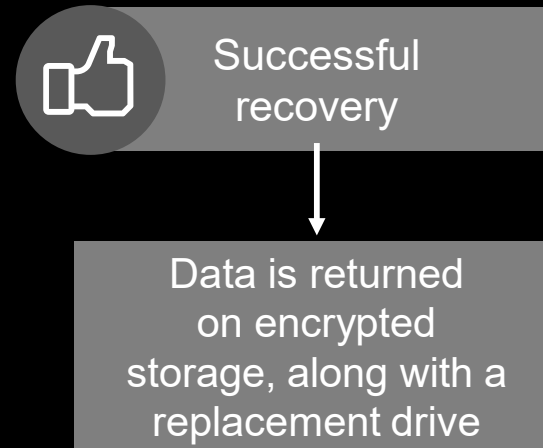
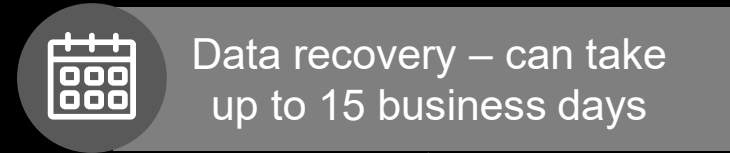
3 YEARS INCLUDED



# RESCUE CLAIM PROCESS



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