



MacMedics®

MacMedics Data Recovery Service

Frequently Asked Questions

How long will my data recovery take?

We use a multi-step process that we run all data recovery projects through. Each recovery is unique and projects can vary in length depending on why the data is not available and how much data needs to be recovered. In order for MacMedics to complete this process we tell our clients to plan for at least three days. Depending on your data's situation and if we have openings available, it may take longer. We'll do everything in our power to complete your recovery in the shortest time possible!

When will you start working on my data recovery?

We triage new in-lab cases three times a day (at 9:00, 12:00, and 3:00). Once your drive has been evaluated, we'll call or e-mail you with our initial findings and our data recovery plan. We often have multiple recoveries running, so in some cases, we may have to wait until a slot opens open up, so we can begin your project.

I need my data recovered, but I also need my computer back as quickly as possible. What can you do to help?

We have two solutions we can offer you:

1. We can go ahead and repair your computer, usually that involves installing a new hard drive and a new operating system. We can return your computer to you without your data, and that way you can at least get back to work on e-mail, web browsing, and other activities. You might need to re-install some of your applications to accomplish this.
2. MacMedics does offer rental computers, so if you'd rather leave your computer with us, and take a rental for instant results that too can be arranged.

How much will my data recovery cost?

Our data recovery pricing is pretty simple. We have a two-tier pricing program.

Our basic data recovery is \$199.

If your hard drive is alive enough for us to recover your data, then “Basic Data Recovery” is all you need. For our fee of \$199, we’ll recover your data, repair any problems with it, and transfer it into a folder on your computer or onto an external hard drive that you supply or purchase from MacMedics.

Our fee of \$199 covers removing the hard drive from your computer, attempting data recovery, and copying that recovered data to a new location.

If we are not able to recover your data, we’ll refund \$100 to you for the data recovery attempt and reassemble your computer (if you wish).

If we need to “migrate” your “rescued” data back onto a newly repaired computer, those services will be incorporated into our standard in-lab hourly fees.

Our advanced data recovery is \$399.

Our advanced data recovery is for two different situations involving data recovery.

The first situation is for “Basic Data Recovery” cases that take longer than 48 hours. If your data recovery case stays on our equipment for more than 48 hours, then we move your case into the “Advanced Data Recovery” category.

The second situation is for cases where we have to “Un-Erase” or “Scavenge” data from a drive that has been accidentally formatted or where files have been accidentally deleted.

If we are not able to recover your data, we’ll refund \$200 to you for the data recovery attempt and reassemble your computer (if you wish).

Why does MacMedics collect data recovery fees up front?

Simple. We never want to be in a situation where we have your data and we’ve not yet charged you. Our fee makes it clear to both you and to MacMedics what needs to happen. Lots of other firms offer a free evaluation of your data recovery case. This is often a great way to get you in the door, and then they can charge you whatever they want for your data.

When can I call MacMedics to check on my data recovery?

Actually, we'd rather you did not call us to check in on your project. We'll call you when we have completed our initial evaluation, and we'll keep you updated though out the recovery as we have information to pass along. Also, when our work is completed, we'll contact at that moment to let you know.

Because each recovery is unique, and can take several days, we may not be in touch every single day.

What if you don't recover all of my data?

It's possible that we may not recover all of your data. If this happens we'll give you the option to walk away from the recovery and we'll just charge you our \$99 attempt fee for basic recovery or \$199 for an advanced recovery. If the data we did recover is of any value we can work out an option for you to take the data we did recover at a prorated fee.

What form will my data be returned to me in?

There are several ways the recovery can pan out.

Our favorite recoveries are ones were we can rescue the files and the structure that the file were in on your hard drive. In a case like this we can usually "migrate" this data to a new hard drive in your computer and it will look and feel exactly how it was before your hard drive crashed. The migration and the efforts to get everything working the way it was is NOT covered in our recovery fee, and we'll charge for our time to "re-build" your computer.

Sadly some hard drives and directories are far too damaged to perform a recovery in the above manner. Instead the majority of data is recovered, but as a list of files with none of their assigned file names. For example, you would get a folder of your pictures back, but it would be all of your pictures in a folder and they would be re-named 1.jpg, 2.jpg, and 3.jpg. You would then have to re-import these photos into iPhoto and re-name and re-sort them.

What's the difference between the type of recovery MacMedics can perform, and a "clean room" type of recovery?

MacMedics does not physically open up your hard drive to recover your data. We use our own brand of techniques (both hardware and software) to recover your data. The difference is that we charge far less for our data recoveries. Our prices for an average, full-on data recovery are about 25% of what you would pay elsewhere. Two possible trade offs is that our recovery process can take more time, and could possibly damage your hard drive. With our type of recovery we have to use your drive in it's current state, which if it's dying can diminish future clean room recovery attempts. We've never discovered a situation where the work we did ruined a drive, but that is a possibility. (See below for more details)

My data is mission critical, and I've got to have the very best chance to recover it no matter the cost. How can MacMedics help me?

We understand. While our low priced data recovery success rate is about 75%, it might make good sense to bypass our attempt and take it right to a clean room recovery company. We work with some of the best, and we'll be happy to bag, tag, package, and safely ship your drive for its journey to the company of your choice.

How do I decide to go with MacMedics or a clean room recovery?

We hope you'll choose MacMedics, but if not, that's okay too! Many, many of the data recovery cases we see are situations where we can help, and if we sense that your project is not well suited for our process, we'll stop in our tracks and tell you to send it away. Why send your data right to the high priced "clean room" recovery firms when the problem can be solved without paying their top dollar prices.

Can you "burn" my recovered data to a CD or DVD?

No. We don't recommend this process as it's very time consuming to split up the data, and it could take hours to "burn" a standard recovery to multiple DVD's. This ties up our staff and our equipment, so we suggest avoiding this process whenever possible.