

Emergency courier request & approval

Part 1: Urgent enquiry and transport details

1 · Customer and contact details

DataDoc case number

Company / public authority

Contact person

Telephone (reachable throughout)

Email address

2 · Collection location and access

Street and building number

Postcode and city

Access instructions / building / reception / floor

Requested collection window

3 · Shipment details

Number of parcels

Approximate total weight

Ready for collection from

Largest parcel dimensions (L x W x H)

Built-in lithium battery? ☐ Yes ☐ No

4 · Critical incident

Affected device / system

Urgency / business impact

Brief description of failure and steps already taken

Important: These details are solely for feasibility and price assessment. Collection is booked only after DataDoc has stated the carrier, fixed price and liability cover, and the customer has expressly approved Part 2.

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Part 2: Binding booking details and express approval

5 · DataDoc to complete - binding courier quotation

Carrier / performing courier service

Quotation / booking reference

Confirmed collection window

Estimated direct delivery to DataDoc

Binding transport price (EUR, gross)

Payment method / due date

Carrier liability cover

Additional insurance / insured amount

Special transport conditions / exclusions

6 · Customer approvals

- ☐ The device or medium is packed securely for transport, protected against impact and electrostatic discharge. Built-in batteries have been declared above; damaged or swollen batteries will not be handed over without separate arrangements.
- ☐ I am authorised to commission collection and hand over the described device or medium.
- ☐ I have reviewed the carrier, confirmed time window, fixed transport price, liability cover and any insurance, and place a binding order for the collection described above.
- ☐ I understand that transport cover generally concerns the proven material value of the device, not the sentimental or economic value of stored data.
- ☐ After confirmed handover, I initially commission only the agreed diagnosis. Data recovery or repair begins only after a separate fixed-price offer and my express approval.

Cancellation or change: Costs arising after binding approval from a short-notice change, unsuccessful collection attempt or cancellation are charged only insofar as specified in the courier quotation or demonstrably actually incurred.

Place, date / customer signature

DataDoc - checked and released for booking

Case number: _____