





RESCUE CLAIM PROCESS





 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 hard drive 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

