

Dear Customer,

Thank you for contacting Western Digital Customer Service and Support.

You have been authorized by Western Digital for Data recovery to be performed on product (Serial: [REDACTED]) by means of yourself or a preferred 3rd party data recovery service provider.

Kindly attach this email and the written verification given by 3rd party data recovery service provider you choose to the product when returning it to our service center or the place of purchase for warranty claim after the data recovery process is completed.

Details can be found on <http://support.wdc.com/recovery/index.asp?lang=en>

To retain the warranty status of your drive, you should ensure that the service provider you use provides you with written verification, on its company letterhead, that it has performed data recovery or other services on your hard drive.

Failure to attach this email will result in non-acceptance of the product.

Please ensure warranty replacement is setup on the defective drive after Data Recovery within warranty period or kindly notify Western Digital if you require additional time in case of delay.

If you have any further questions, kindly contact to our telephone support and we will be happy to assist you further.

Warm Regards,

WD Support

1800-200-5789/ 1800-419-5591

