

Management and Staff  
Advanced Data Solutions  
2605 Hoover Ave  
National City, CA

To Whom It May Concern:

I recently had the necessity of recovering data from a hard drive that was malfunctioning. I originally returned the computer to the well advertised dealer that originally built the machine. Through a combination of ignorance and incompetence they succeeded only in wiping the data from what turned out to be a fully functioning hard drive.

In an attempt to recover the unbacked data I brought the drive to your business, and although the computer dealer had done a rather thorough job of assuring that the data was unrecoverable, I still feel that the service and treatment I received from Advanced Data Solutions was exceptional. You spent considerable time and resources trying to recover the data and true to your policy, there was no charge when you were unable to do so. In an industry that seems to charge you for asking questions this is amazing and refreshing.

Thanks for your honesty. I sincerely hope never again to be in need of your services, but should that unfortunate circumstance arise you can be assured I will seek the services of Advanced Data Solutions.

Sincerely,

*Monte H Swann*

Monte H. Swann  
Managing Engineer