

easeUS tech support,

I was ready to pay, but I have some questions that I can't find the answers to just looking on the website.

1) I have no problem paying for the service, but what if the information I need can't be recovered? I see the 30 day money back guarantee, but what is the criteria? The agreement says someone will determine in 2 days if it will be accepted.

2) If I need the data that is missing from my hard drive, why would I need a monthly subscription?

3) After looking at several other options, you guys may be my best option, but I may need technical assistance. Online, people have lost files, but I have a difficult challenge. I'm missing all data. I got almost no help talking with Microsoft technical support.

Backstory. I went to my computer one morning and it was saying windows was updating. I walk away for about an hour to come back to the hard drive was empty. I used the media boot usb to take a look. I also used notepad to get to the drive. The drive said 931gb available of 931 gb. After looking online, i tried help from Microsoft. The only thing the tech had me do was reload windows. He then logged into my computer a couldn't figure anything out.

Billy

Potential customer