



Apple Computer, Inc.

1200 East Anderson Lane

Austin, TX 78752

June 2, 1999

Scott Gaidano, President
DriveSavers, Inc.
400 Bel Marin Keys Blvd.
Novato, CA 94949

Dear Scott Gaidano,

This letter serves as verification of an agreement between Apple and DriveSavers, allowing DriveSavers to open physically damaged drives without voiding the warranty. Any drive opened in DriveSavers clean room will be completely reassembled before shipping. A tamper-proof label will be attached stating the drive has been opened by DriveSavers. Apple will accept drives for return that display the DriveSavers tamper-proof label.

The following text appears on the label: This hard drive has been opened by DriveSavers, Inc. for data recovery purposes under agreement with the manufacturer, all original warranties still apply.

If you have any questions, please contact me at ~~512-308-3030~~.

Sincerely,



Margaret Sanchez
Service Programs Manager
Apple Computer, Inc.