

# Restore deleted contacts and other data

This article applies to:

Keap performs regular backups and keeps them for 90 days. Keap may be able to restore deleted or altered contact records and other data in your Infusionsoft application. **Please note:** Some data cannot be restored. There may be a fee associated with a data restore depending on the data type.

Data restore requests require confirmation from a verifiable authorized user who is able to approve account charges.

Data restores can take between 3-5 business days and are dependent on the complexity and amount of data to be restored. You may have the option to expedite a data restore to a 1-2 business day turnaround for an additional fee. Please note that day 1 is the next business day after the request is submitted.

The items listed below that are deleted or altered within the last 90 days may be able to be restored.

Able to Restore	Unable to Restore
Contact Records	Legacy Templates
Merged Records	Email Templates
Campaigns	Contacts within campaigns
Tasks/Appointments/Notes	Legacy Order Forms
Company Records	Legacy Shopping Cart
Opportunities	Web Forms
Referral Partners	Landing Pages
Orders	Order Forms Themes
Subscriptions	Shopping Cart Themes
Products	
Tags (that were applied to a contact)	
Tags (that were edited/deleted from the app)	
Shipping Options	

There may be a fee associated with the restore depending on the data that needs to be retrieved. This fee is estimated based on the type of information that is restored rather than the amount of information restored.

To request a restore, please be prepared to share the following information. We use this information to provide an estimated cost of the data restore.

- What type of records need to be restored? E.g., Contacts, Campaigns, Opportunities, etc.
- What fields need to be restored?
- What Tags need to be restored?
- How was the data deleted? Provide an explanation, e.g., ran action to delete list, clicked the delete button in the record.

- When was the data altered or deleted?

Flat fees associated with a Data Restore and an Unmerge and Restore process. Please note that the Unmerge and Restore process has a higher cost because of the increased complexity of the process.

- \$150 USD to restore data (3-5 business days)
- \$200 USD for an expedited data restore (1-2 business days)
- \$250 for Unmerge and Restore (3-5 business days)
- \$300 USD Expedited Unmerge and Restore (1-2 business days)

## FAQ

1. What happens when I delete a contact?
    - Almost everything from the contact record is permanently purged, only the standard contact fields are backed up and available for retrieval through Keap Support.
  2. Can I find out when a contact was deleted and who deleted it?
    - Yes, we can help with that. Contact Keap Support.
  3. Can I undelete a contact?
    - Yes, we can help with that. Contact Keap Support.
  4. I deleted a campaign. Can I get it back?
    - Yes, we can help with that. Contact Keap Support because you may need a data restore.
  5. I received the Error Message: "Subscription plan for product cannot be deleted because it has been sold." when deleting a product.
    - Contact Keap Support for help with deleting the subscription.
  6. Can I pay for a data restore with a different payment method than is on my account?
    - Yes, you can pay for fees with the app's primary card on file or any card added to the app (Admin > Billing & Account Info).
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