Restore deleted contacts and other data 🔗

Keap may be able to restore deleted or altered contact records or other data in your Infusionsoft application. Keap performs regular backups and keeps them for 90 days. The items listed below that are deleted or altered within the last 90 days may be able to be restored.

> There may be a fee associated with the restore depending on the data/content that needs to be retrieved. 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 a $200 fee. Please note that day 1 is the next business day after the request is submitted.

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 and explanation, e.g., ran action to delete list, clicked the delete button in the record.
- When was the data altered or deleted?

> Data restore requests require a verifiable authorized user who is able to approve account charges to contact Keap Support.

Please Note: Data restore fees quoted by the support team are an estimate. If we determine that the restore services will require additional costs, a representative will reach out to you for approval before any restoration is completed.

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 / Able to Restore	Legacy Shopping Cart / Unable to Restore
Opportunities	Web Forms
Referral Partners	Landing Pages
Orders	
Subscriptions	
Products	
Tags (that were applied to a contact)	
Tags (that were edited/deleted from the app)	
Shipping Options	