

AUDIO AND VIDEO CONVERSION

~ Frequently Asked Questions ~

1. Why should I choose ABS Technologies?

ABS Technologies is bringing digital media services to the masses by innovating to significantly lower the costs of such services. ABS Technologies offers the most affordable audio and video conversion services on the market today with its "Flat Rate" pricing structure. Most service providers price their services based the time of source media. ABS Technologies offers a simple and affordable per tape pricing.

2. How do I place an order?

You can place your order on our Website by printing and completing the order form entitled "AV Conversion." Then, simply mail your tape(s) along with your completed order form to the address below.

ABS Technologies

*50 South Street
Taunton, MA 02780*

3. How do I receive the converted files?

ABS Technologies will return your DVDs along with the original tapes by mail to you. Please make sure your address, area code and telephone number is correct and legible. ABS Technologies will charge a one-way shipping fee of \$4.95 for each 5 tapes. A tracking number will also be emailed to you so you can track your shipment.

4. Do you return the Original Tapes?

Yes. We return the original tapes along with your CDs or DVDs.

5. Can I edit the DVDs on my computer?

No. DVDs are designed to be viewed on your a DVD Player. They can not be edited. Our Data DVD option provides you a Data DVD with your video in MPEG-4 (.avi) format, in addition to regular DVDs. You can then use the Data DVD to edit your video in your favorite editing program on your computer.

6. What different types of audio and video tapes do you support?

ABS Technologies supports cassette tapes, MiniDV, 8mm, Hi8, Digital8 and VHS tapes.

7. Do you offer volume discounts to non-profit organizations?

Yes. Please contact one of our representatives for details at 1-877-888-8894.

8. Do you convert film reels?

Yes. ABS Technologies does support conversion of film reels however, the results will vary depending on the condition of your film.

9. Do you offer audio or video enhancement services?

No. ABS Technologies does not provide audio/video repair or enhancement services at this time.

10. Do you support tapes in both NTSC and PAL video tapes?

ABS Technologies supports both NTSC and PAL formats. We can also write to DVDs in both NTSC and PAL formats.

11. How long does it take to process my order?

A typical order takes one week to 10 days from the time we receive your tapes until we ship them to back to you. This can also vary depending on the size and the complexity of your request.

12. Do you take orders from customers out side US?

ABS Technologies does not take online orders from outside the United States.

13. What payment options do you offer?

ABS Technologies accepts payment by credit cards. We support Visa, Master Card, and AMEX.

14. Do you offer these services at any of the retail stores?

ABS Technologies only takes orders online or by telephone within the continental United States.

15. Do you allow custom modifications for video editing?

Yes. ABS Technologies can provide editing services for an additional fee. Please talk with one of our representatives for details.

16. Do you include chapter breaks in the DVDs?

Yes. Upon special request, we can include chapter breaks at 15 min intervals for easy access. You can navigate the chapters by using the 'next' and 'prev' buttons on your remote.

17. Can we order additional DVD copies?

Yes. Customer's can specify the number of additional CD or DVD copies at the time the order is placed. We do not keep any of the audio or video content with us after the order is completed. ABS Technologies can also provide CD and or DVD duplication.

18. Can I share a web link to my media with friends and family?

Yes. ABS Technologies offers streaming media services so that you can share a weblink with friends and family members however, you must manage the syndication of each weblink.

20. How long does the weblink remain active?

ABS Technologies offer streaming media services on a monthly basis for a fee.