

CD Ripping Service – our most frequently asked questions.

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Can I deliver my CDs in person?

You're welcome to deliver your CDs and collect them. If you do there's no need to remove your CDs from their jewel cases.

How is my music returned to me?

We normally return your music safely backed up to one or more DVDs. These are an effective way to transfer data and provide long term security for your music library. Additionally we can supply a USB connected hard drive onto which we can copy your digital music. The advantage of this is time saved in copying those files onto your PC.

Increasingly USB pen drives are becoming a storage and data transfer option. We're happy to devise a strategy that works best for you, combining DVDs, hard drives and / or USB pen drives.

Can I have my music on a USB hard drive?

Yes, we can source these locally and simply add the cost to your bill. They can save you time when it comes to loading large CD collections onto your local hard drive, and they are an effective alternative backup medium.

Packing Materials – can you supply?

Of course – just ring us and we'll mail you a box with empty CD spindles you can use to mail your CDs to us.

What is your standard format for MP3s?

320 kbps MP3s with CBR encoding. If you want another setting just ask.

AAC? Apple Lossless?

FAQs about our music CD ripping service

With immediate effect we are offering a choice of MP3, AAC or Apple Lossless music file formats. This has no impact on price which remains 50p per CD.

AAC files are ripped at 256 Kbps.

If you opt for Apple Lossless it increases the chance that music will need to be returned to you on a hard drive. You can either supply your own drive or we'll source it for you.

What is Data Grooming?

Our [Data Grooming](#) service is described in full [here](#).

How long does it take?

Please allow a week, if we can be quicker we will.

What are your mailing charges?

We charge you return mailing costs, we can use any of the Royal Mail or Parcelforce services.

How should I get my CDs to you?

Simply pack your CDs securely in padded wrap and put them in a strong box. Then use a courier service or Royal Mail Special delivery to get them to us at the address below.

Can you put my music on a hard drive?

Yes, we can source a high capacity hard drive and load your music on this.

How many CDs can I send?

You can send as few or as many as you wish; send them in a single batch or in sections. We have clients who regularly send in less than 100 CDs, we are happy to rip any number – big or small.

Does it matter which music management software I use?

No. Our MP3 files have all the key data embedded into each track in their ID3 tags. iTunes and other programs will display that data as will portable music players from all major manufacturers. Our files have also been used with most multi-room entertainment systems such as Sonos.

What about scratched CDs?

In practice there are very few CDs we can't use on our error-correcting drives, but if we can't read the whole album we won't charge you for that CD.

Can I choose which tracks are ripped?

Sorry, no – we rip each CD entirely, all tracks. If you only want to listen to specific tracks you can do this by creating a playlist with only those tracks on it.

Should I send money in advance?

No, we'll invoice you on completion.

Do I get my original CDs back?

Yes, of course. When we've completed the project we'll mail your CDs back along with your digital music library.

How can I pay?

When we've done the work we'll send you an invoice. You can pay by cheque, bank transfer or PayPal.

How will I get my music back?

Your digital music files are returned safely backed up onto DVDs.

Can I deliver my CDs?

Yes. We've had visits from clients from Chelmsford, Harlow, Basildon, Southend, Colchester, Romford, and even a few from Brentwood and Ongar. Much to our surprise we've had travelers from even further afield - Ipswich, Chelsea, Westminster, north London and Clapham. Please fix a time before you travel so we can welcome you properly.

Should I send the jewel cases?

No, just send the CDs. This also reduces bulk (and costs) for mailing.

Where should I send my CDs?

Mark them for the attention of Jeff Underwood at-
MP3 by Mail
27 Brentwood Place
Brentwood
CM15 9DN

Please include full return details, a contact number and email address.

What is MP3?

MP3 is a patented technology, which compresses the audio data from a song held on a CD, so it can be stored in a small space on a computer, a portable music player or a home audio system, and easily streamed or downloaded from the internet.

An average audio CD can hold about 74 minutes of music in digital format - usually between 10-20 songs. When we convert that music to MP3 format, we can hold about 100-150 songs on a CD the same size. Most of the savings come from audio frequencies that most of us cannot hear, which are outside our range. MP3 removes them, and compresses duplicate information that will not really change our perception of the music.

Can you supply packing material?

Yes, we can supply plastic spindles on request.

Do you rip CDs for European clients?

Yes, as a mail based CD ripping service we are happy to provide our service to clients in Europe. We have a page on [European CD ripping](#) for more details.

We offer the same service, the same file formats and Data Grooming. You should be aware that even if you have purchased a CD locally, if it originated in America or UK, the album data will be in English. If the original was French, German etc then the track data will be in the "correct" language.

We invoice when the project is complete, and the invoiced sum will be in Sterling. You can pay by bank transfer or by PayPal. If you use PayPal then that service allows you to settle in local currency.

FAQs about our music CD ripping service

If you still have a question please feel free to contact us, by [email](#) or on 01277 222398.