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What is your standard format for MP3s?

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

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.

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 is Data Grooming?

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

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.

Should I send money in advance?

No, we'll invoice you on completion.

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.

Can you supply packing material?

Yes, we can supply plastic spindles on request.
