Ordering, Payment, Testing, Shipping & Getting Started.

Ordering Process:

From our **PRICES & WISH LIST** page: select the equipment you wish to receive prices for from the pulldown list or select one of the WishLists and customize it to your needs. You can also type a list of items in the Message field.

You will receive in return pricing information including any **special offer** that may apply.
We will provide you with various shipping options, transit times, and their cost. If you do not specify a carrier in your message we will send you the various Fedex services & rates for your Postal Code.

Payment means:

- Checks in USD
- Bank Transfer for amounts above $1000.
- Credit cards: Visa, MasterCard & American Express.
- Paypal. You do not need to be a Paypal member to use this service. We will send you a payment request from our Paypal account. Click on the link to enter your payment information (bank account or credit cards) on their secured site and the funds will be transfered within minutes.

We will send you a final invoice and a receipt either by email or via the Post Office. Please note that for the security of your financial information, the credit card receipt only shows the last 4 digits of the card.

Quality testing & Equipment update:

Every piece of equipment is tested prior to shipping it out. Monitors are shipped with the latest software & firmware so that you do not need to update them upon reception.

Shipping:

We ship via Fedex or UPS and the U.S Post Office (low value items only). We will email you the package tracking number and we will follow its progress for you.
If you have requested delivery next day in the morning, we will track your package late into the evening to ensure it gets to you on time. We will contact you if there is any delay or issue during transit.

First use:

Even though Transvideo equipment is very user friendly, do not hesitate to call or email us if you have any question about the equipment. We can guide you in a few minutes through the various functions and menus to make your first experience as easy as possible. Our goal is to make sure that you are satisfied from the first use.