

FAQ

Why couldn't order be made? your function doesn't work.

If login failed or some features didn't work, you should change your browser and firewall settings to allow the use of Session-Cookie. Session-Cookie will be only temporally used as a session-memory. It will be deleted automatically when you close your browser. After you leave our web site, nothing will be left in your computer.

What is DVD (Digital Versital Disc) ?

DVD stands for Digital Versital Disc. DVD's look like your standard CD Rom or music CD. Don't let their appearance fool you... A DVD can store 10 times more data then a CD. A DVD is packed with pure digital audio and video. This delivers the sharpest, clearest and best possible movie playback. There are many other added benefits for DVD over VHS tapes. Most DVD's have a Chapter Guide which allows you jump right to your favorite scene in a movie. Some DVD's come with high tech features like Multiple Angles, Interactive Movie, Still Images Gallery and etc. We strongly believe DVD is the media of the present and the future.

DVD Hardware Requirement :

You'll need one of the following : A Pentium class PC/Mac with a DVD Rom Drive.
OR
A DVD Player.

What is Multiple Angles DVD and Interactive DVD?

Multiple Angles DVD technology offers an exciting new way to enjoy movies. While regular film only allows a fixed viewing angle, Multiple Angles DVD gives you the option of up to nine different viewing angles that can be selected during playback. So, if a camera angle just isn't doing it for you? Switch to a different one to see exactly what you want!

Interactive DVD movie is motion pictures version of interactive CD Rom games that play on your TV. During playback of an Interactive DVD movie, you will be asked for input using the DVD player remote control. Different input will bring you to a different scene, and thus change the script of the movie itself.

Is it guaranteed?

We guarantee that every DVD, VHS, VCD, or Sex Toy that we sell is in working condition.

Each DVD, VCD, VHS or Sex Toy that you see listed is guaranteed to be free from defects. However, if something does go wrong, we have developed one of the simplest return policies in the business.

What is it?

If there is a problem, let us know specifically what it is, within 30 days and we will--

- * Exchange it for the same title (if the one you received was damaged)
- * Exchange it for another title of equal price
- * Give you a credit slip for future purchases.

Here are the steps to follow for movies:

Send email and tell us what happened. It helps if you also mention the type of player you're using.

We'll get back to you by E-mail with a code number that you put on the outside of the package that you send back. (You pay for the postage here, and we'll pay for the postage to you.)

When you send a movie back to us, make sure you enclose a note telling us what you want done.

As a favor, please follow these steps, since we can't accept any packages back that don't have that code number, so that means that the return process would be delayed.

What if I change my mind?

We're sorry, but we cannot exchange items that you decide you don't want.

How do I check my account?

Once you have shopped at AsiaCollection.Net, you have already set up your own account. Your account section of our site lets you do the following:

- * Find the tracking number of your current shipment.
- * Your complete order history. What you've bought, when you bought it.

Why do I need a password?

Our data base is encrypted (see our Privacy policy) and using your password allows you access. If you forget your password, go the "Track Order" section of the site and follow the instructions.

What if I order again? Do I have to go through all of this?

Most of the information will come up automatically. However, we will verify the information as a standard policy. We want reordering from us to be both easy AND safe.

What methods of payment do you accept?

Credit card: Visa, MasterCard/Eurocard, Dinersclub
Wire Transfer
Send Cash by Post

Will I really get what I see in the movie previews on the movie I am ordering?

Definitely yes! We personally took the screenshots you see on the previews directly from the movie itself, so what you see is what you get.

What is the Regional Coding of your DVDs?

There is NO Regional Coding or blocks on any of our DVD movies (VCDs do not have regional codes). This means you can play these movies on any DVD player worldwide

Can I order by email?

Of course. Here's the best way to do that.

Choose the items that you want, and keep a copy for yourself.
email the complete order along with a note that has your name, address, credit card information, phone number and email address.

If you don't have a credit card, please use "Wire Transfer" or "send Cash by Post".
For more information see **Payment Options.**

What is the advantages of streaming video against download video?

Streaming video can be viewed promptly, it can be played forwards and backwards. For viewing a video with the same length streaming video will use less resource of your internet download capacity.

Will the time I bought expire?

No, it will never expire. You can view a streaming video whenever you like.

What shall I do before I can view a streaming video?

1. Download **Windows Media Player 10 Series or higher** or hiif it was not installed on your computer.
2. Test our sample streaming video. If it works, and you are satisfied with the product, you can then open a free account at our website.
3. Buy time

How will my account be charged?

When a Video is started, your account will be charged only according to the length of the video. You can view the video, go forward and backward as long as you like.

Why membership?

There are 3 types of subscription for a Membership.

1. Basic Membership

- Over 152900 Photos and 12700 Video clips plus free streaming videos, updated weekly
- 10 % off on DVDs
- 30 % off on Pay Per View streaming videos
- Powerful features enable you easily to find your item.

2. Unlimited viewing on all streaming videos within a studio during your membership period

3. Unlimited viewing for all streaming videos within a genre during your membership period

You can order all of them separately.

What is VOD (Video on Demand)?

VOD (Video on Demand) is a systems which allows users to select and watch video content on demand. After you have bought the VOD of a film, all Scenes in the film will be then online available for you for 30 days viewing. The differences

between VODs and Downloads are: a film for VOD can be only viewed online, however a film for "Download to own" can be saved to your harddrive and viewed on you PC without a limit. The video quality of downlads are better than the quality of VODs.

The streaming video or the download couldn't be started. Why?

This problem will happen when other media players are also installed on your PC. Please do followings to set "Windows Media Player" as your standard player.

System Control -> Program -> Standard Program -> Standard Program Selection
-> Then set "Windows Media Player" as your standard player.

You can change this setting at anytime when another media player is needed.