



918 S Main St
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www.geekabytes.com

COVID-19 Re-opening Procedures and Guidelines

1. Geekabytes® lobby will remain closed to the public for the time being.
2. To drop off a computer, please call to schedule for a staff member to meet out front of our store. Please do so by phone at (405) 533-1715 or email us at contactus@geekabytes.com. Or visit our website, www.geekabytes.com, and fill out the contact us form.
 - a. On the phone, staff will ask for your name, address, telephone number, the problem with your device(s) and any password(s) you might have on the device. This will help with the check-in process. If you do not feel comfortable providing us a password, please remove it before dropping it off.
 - b. Upon arrival to the office, please call (405) 533-1715 from your vehicle and a staff member will meet you outside in the front of the store.
 - c. If a phone from your vehicle is not available, please use the video doorbell located at the front door to notify us of your arrival, and a staff member will meet you out front of the store.
 - d. When dropping off or interacting with the staff, we kindly ask, stand at an acceptable social distance of 6-six feet apart.
3. On-site service calls are still on a limited basis, please call us to discuss arrangements of an on-site service call. A technician may be able to assist remotely using remote software to troubleshoot a computer or device you are unable to bring in. Some services will require technicians to come on-site, note we will take every precaution to protect you and us alike.
4. Geekabytes® staff when interacting with the public will wear a mask and other protective equipment as deemed necessary and encourage our clients to do the same.
5. Geekabytes® staff may ask if you or anyone you have been in contact with has had or been in contact with a person who exhibit symptoms of COVID-19. If so, we may kindly ask to reschedule or delay service if symptoms are present. Likewise, if you have a current COVID-19 test pending, we may delay services until results return as negative. Emergency telecommunication and computer network issues are subject to different rules and deemed essential or critical, know a staff member will work with you on the specific guidelines to be followed and plan for a resolution.
6. We ask that if you have experienced a fever, coughing, shortness of breath, please refrain from interacting with us or others. Please stay at home. Formulate a new plan for another individual to drop off your equipment. *(If you are exhibiting signs of COVID-19 or pending test results, and you drop off a computer, we may have your computer or electronic device sit for a period in order for the virus to die before interacting with it even before and after sanitizing.)*
7. Geekabytes® will continue to sanitize each computer or other electronic devices entering the premises with the appropriate disinfectant. We strive to continue ensuring a clean work environment and to protect our clients and staff. Staff will disinfect your device after service is complete to ensure sanitation as well.
8. Pick-up of completed devices will work the same as drop-off, please call us or use the video doorbell when you arrive at the parking lot and a Geekabytes® employee will meet you outside the building.