

FROM: Computers Plus Repair
TO: Our Valued Customers
SUBJ: **CPR's COVID-19 Policies**

PURPOSE

In trying to do our part to help keep our community safe, we need to do what we can to help limit everybody's potential exposure to COVID-19.

We care about our customers and the community, and we want to keep you safe.

The CDC's and Governor's goal, and thus Kentucky's goal, is to limit person-to-person contact until transmission of the virus is well under control.

To further this goal, the following **TEMPORARY POLICIES** are being implemented until at least **APRIL 4, 2020**, or **FURTHER NOTICE**.

GENERAL PRECAUTIONS FOR OUR STORE

- We request that you **minimize the time spent in our storefront** to only that which is necessary — no more than a few minutes.

- Don't touch anything you don't have to.
- Keep at least **6 feet** away from other people.
- Sneeze or cough **into your elbow** if you have to suddenly cough or sneeze.
- We will be **removing seats** from the storefront so as to limit the number of high-traffic surfaces
- **Stay at home** if you have **regular coughing or sneezing** and/or think you **might be sick**.
- Follow the **CDC guidelines** for social distancing and staying healthy.

CHANGES RELATED TO OUR SERVICES

REMOTE SERVICES

If you need service, please **first consider** using our **remote-desktop/telephone support service** which is just **99¢ per minute**.

PHYSICAL DROP-OFF

IF YOU NEED TO DROP OFF A COMPUTER, please follow one of these processes:

1. **Instead, let us know you need service via phone, text, or e-mail and schedule a FREE pickup.**
 - a. **WE ARE OFFERING PICK-UPS IN LEXINGTON FOR FREE DURING THIS TIME!**

—OR—

2. **Keep your computer in your car.**

- a. Fill out a **check-in form**, using one of the following methods:
 - i. **online** at www.shopcpr.com/checkin;
 - ii. we can provide a **paper form** to fill out in your vehicle, if you can; *or*
 - iii. **text/e-mail** us your *name, phone number, physical address, email address, and problem description* to 859-523-5355 or info@computersplusrepair.com
- b. **Then either**:
 - i. bring the form and your computer **to our door** and we can collect it from you **at the door**; *or*
 - ii. give us a **call from your vehicle** when you are ready (859-523-5355) and we will retrieve the computer **from the vehicle**.
- c. We will then wipe your computer down with an alcohol solution before we work on it, **and** before we give it back to you.

Please bear in mind that, due to these new policies and procedures, you may not experience our usual **fast turnaround time**. Please bear with us and everyone in the nation as we go through this *unprecedented* period in our history.

FURTHER INFORMATION

PLEASE NOTE: We may make *further changes* to our services or adjust store hours at some point as guidelines from our country's leadership develop.

Also, **rest assured**, if any of us feel sick or think we have been exposed to the COVID-19 virus, we will stay away from the shop for *at least 72 hours* beyond the point at which our symptoms have subsided.

And, *as always*, please let us know how we can improve service for you!

And don't forget to leave us a 5-star review online if we are your favorite computer repair center!

Thank you for being our great customers!

Sincerely,

*Michael J. Johnson, President
&
The Staff of Computers Plus Repair*

