



COVID-19 Changes to Operations

A notice to our customers:

As our community begin to feel the impact of the coronavirus (COVID-19), I want to share with you the steps we're taking to help protect the health and safety of our customers and our PC Cave Techs, which is always our top priority.

We're closely monitoring local and national reports on the evolving impact of COVID-19 and, based on guidance from the Centers for Disease Control (CDC), the World Health Organization and applicable public health agencies.

We're asking all our Techs to follow the CDC guidelines to prevent the spread of the infection. **In response to this are switching our services to be primarily remote desktop based.** We want to limit the exposure to our Techs and customers if/when possible. We will have a page dedicated to this service in explaining on how this process will work.

For those requiring repairs to hardware or data recovery, we are working on plans to continue these operations. However, due to mass increasing in shipping requests nationwide its causing significant delivery delays. Data recovery is still something we can provide locally without having to locate hard to find parts. In the case you need this we ask you take steps and measures to sanitize the equipment before giving it to us to work on. We want to limit exposure to our valued techs. Anything leaving our techs care will be cleaned and sanitized as well.

We have had some requests for on site assistance, we are evaluating these with a case by case scenario to ensure safety for us and our clients. We may try and see if its possible to perform a pickup repair if at all possible.

We have implemented guidelines that instruct our techs who experience cold or flu-like symptoms, or individuals who have been diagnosed through testing with COVID-19 to stay home and follow the CDC's instructions.

PC Cave cares about our customers and Tech's, and at the core of our commitment to you is, Excellent Customer Service. This will not change, even as the situation evolves, and we intend to continue to meet the needs and expectations of our customers and teams.

Adam Noble
PC Cave LLC
Founder-Managing Partner