



GOTHAM SOUND

Gotham Sound COVID-19 Prophylactic Procedures

July 1st, 2020

In compliance with state of New York and city of Atlanta ordinances, Gotham is open for business primarily by mail with limited in-store staff and strict sanitizing protocols in place for all incoming and outgoing equipment.

By prior arrangement, contactless and curbside pick-up and drop-off is available at both the New York and Atlanta shops. Customer showroom floor access is by special appointment only. Masks must be worn over nose and mouth when in the shop and social distancing practices must be observed.

All employees practice social distancing and frequent hand-washing and have been instructed to stay home if they experience any symptoms of illness or have contact with someone who does. Both shops' HVAC systems are equipped with MERV 13 rated air filters.

Sales

Sales clerks maintain minimum contact with all sales items. Please note that we do not sanitize products new in packaging. Orders are not eligible for return except where allowed by the return policy of the individual manufacturer.

Audio and Walkie Rentals

All gear is cleaned and sanitized when it arrives in the shop and again when it is prepped for outgoings. This does add prep time, so please plan on getting your reservations in earlier. Rush fees may apply. Items that can not be sanitized (e.g. certain windscreens, softies, and headset covers) are not included with the rental and will need to be purchased to ensure proper hygiene.

Service

All gear is cleaned and sanitized when it arrives in the shop and again when the repair is complete. Please do not send accessories that can not be sanitized (e.g. windscreens, softies, case foam, headset covers, and other foam components).

Please feel free to contact us with any questions or concerns.

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Gotham Sound

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