



Big Shark's COVID-19 Procedures

We have entered unprecedented times and value the health of our clients and our Big Shark Bicycle Company Staff. For your health and safety and ours, we are taking some precautionary measures to respect the "Social Distancing" guidelines being recommended by the CDC as well as local, state and federal governments. **You can schedule service and shop on www.bigshark.com 24/7**

Effective immediately, we will be limiting the number of clients allowed in the store to 2.

FOR PURCHASES:

1. If the store is at capacity (2 customers) please wait in your car or outside (while maintaining social distancing).
2. Please call our store phone and let us know you are waiting. We will try to gather as much information as we can to help you over the phone. We can process sales over the phone.
 - a. Big Shark Bicycle Company Big Bend – 314/862-1188
 - b. Big Shark Bicycle Company West- 636/534-8080
 - c. Urban Shark Bicycle Company- 314/881-0322
3. We will call you on the number provided when it is your turn.
4. When called, please enter the shop and we will be delighted to serve you.

FOR SERVICE:

1. Please rack the bicycle outside of the store or leave on/in car.
2. We will gladly remove the bicycle from your vehicle and immediately tag it with your name and phone number. We will evaluate it and call you as soon as possible with a quote. Once the bike is repaired, we will call you for payment over the phone and deliver the bike back to you at no charge. (Free delivery within reasonable driving distance from our stores).

We will do our best to take care of you as expediently as we can. Please note that due to the sheer volume of repairs we have been receiving and the current environment we are working with repair services may take longer than usual.

OTHER SERVICES:

For the time being Rental, Bicycle Fitting, and Test Rides are Suspended.

We thank you for understanding and look forward to the time when we can say, "Remember when..."

Wishing you health and peace in this time,

The Big Shark Crew