

COMPUTER concepts

MONTHLY UPDATE: OCTOBER 2022

Your Locally Owned Apple Authorized Service Centers
Apple: Service & Sales - Windows: Service & Sales
Chesapeake - Williamsburg - Yorktown

IN THIS MONTH'S NEWSLETTER

Since 2008, Computer Concepts has established itself as a speedier and more personalized alternative to the Apple Store.

We continue to be your Apple Authorized Service Provider in the Tidewater, and with that comes the industry's highest quality parts, customer experience, and repair. We can perform repairs on your device, whether it is covered under AppleCare or out of warranty.

Each of Computer Concepts' stores won Virginia Media's Best Computer Service Award 2022 for their Geographical Area

- * **Halloween 2022**
- * **WATCH OUT FOR SCAMMERS**
- * **Computer Concepts Accepts APPLE CARE Warranty Repairs**
- * **Our Hampton Roads Show September 20, Keeping up with Tech**
- * **Check Out Our Updated Website, Apple Catalog**
- * **RECYCLE your old/broken IT items at our stores. Help save our Earth!**
- * **ACIMA Leasing Service**
- * **Computer Concepts Gift Cards**
- * **Gaming and Gaming Hardware**
- * **Valued Customer Card Is being Updated**
- * **Time With a Tech - Quick instore solutions to your tech problems**
- * **Discounts on Services**
- * **Apple & Windows One-On-One Training is the Best Way to Learn, Try It!**
- * **Questions? Check our Website or contact any of our stores**

VOTED BEST COMPUTER SERVICE IN 2022



Computer Concepts Chesapeake competed in Virginia Pilot's Campaign.

CC Chesapeake Has Won Every Year Since 2019



Computer Concepts Williamsburg competed in Virginia Gazette's Campaign.

CC Williamsburg Has Won Every Year Since 2009



Computer Concepts, Yorktown, competed in the Daily Press Campaign.

CC Yorktown Has Won Every Year Since 2015

**REMEMBER
HALLOWEEN 2022
for kids of all ages**



BE AWARE OF ON-LINE AND PHONE SCAMS



The increased embrace of computers for remote work, retail purchases, and social connections has created a vast new population to target for online fraud. Such scams jumped 25 percent in 2021, according to the TransUnion credit bureau.

These factors just highlight a larger, grim picture. A recent AARP survey found that Nine of Ten Americans (229 million people) encountered a fraud attempt in the past year and that One in Six (33 million people) lost money as a result. A separate poll found that almost 60 million Americans lost money to phone scams last year. AARP is a very good

source of ways to prevent being scammed.

Call Computer Concepts if you think your computer has been scammed.

Computer Concepts

an Apple Authorized Service Provider.



Our Apple-trained technicians use genuine Apple parts, so you can trust us with all your Apple devices. Get your Apple product back working the way it should. Our Apple-trained technicians use Apple-approved diagnostics and tools on every repair. This means that all of our repairs are Apple certified and backed by Apple.



Authorized Service Provider

COMPUTER CONCEPTS CONTINUE TO BE AVAILABLE TO SUPPORT YOUR APPLE PURCHASE AND SERVICE NEEDS!

APPLE Stores have reduced many of the services they have typically provided. However, Computer Concepts, as an APPLE Authorized Reseller and APPLE Authorized Service Provider, continues to support your APPLE Product purchases and repair requirements.



All Computer Concepts locations continue to accept Apple Care repairs.

Computer Concepts technicians also repair Windows PC computers and Chromebooks.

WAVY COMPUTER SERVICE EXPERTS On Your Side!

Computer Concepts has been WAVY TV's Computer Service Expert On Your Side since 2018. Watch for our commercials that normally appear during WAVY News hours. Computer Concepts Representatives appear monthly on WAVY's Hampton Roads Show and provide timely Apple and Microsoft information. All our WAVY commercials and Hampton Roads Show appearances are being added to our YouTube Page.

HAMPTON ROADS SHOW, SEPTEMBER, 2022

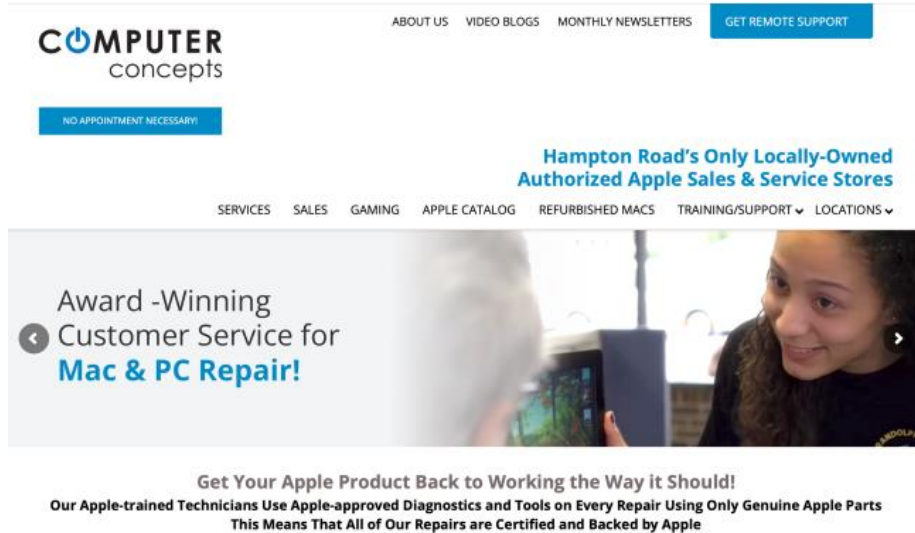


Computer Concepts returned to WAVY's HR Show on September 20 with information on insuring you are keeping up with technology. Is your system providing you the best service?

Our Expert Technician will return to the Hampton Road Show on October 17, 2022 to provide information cleaning up your virtual Desktop..

CHECK OUT COMPUTER CONCEPTS UPDATED WEBSITE

MYCOMPUTERCONCEPTS.COM



Above is a picture of our updated WEBSITE main page. Please note the New "Apple Catalog" selection in the center of the page. This will take you to our catalog of the Apple Products we offer. You will see the page below. Simply select the type of item you want additional info on and the desired information page will open.

2022 Apple Product Catalog



RECYCLE YOUR OUTDATED "IT" HARDWARE

GAMING AND GAMERS



All Gamers want the best experience they can wring out of their systems. They are always searching for new ways to improve their systems by swapping components and adding new accessories to improve their gaming experience and their competitive edge. Don't hesitate to talk to us about ways

to make your Gaming experience even better.

VALUED CUSTOMER CARD Is BEING UPDATED



Computer Concepts is currently reviewing and updating its Valued Customer Card Program. A New Card will be introduced in the near future. Computer Concepts endeavors to always anticipate our customer's needs.

TIME WITH A TECH



Computer Concepts has implemented a "Time With A Tech" service in each of its stores. This service will allow you to meet with one of our technicians to have your computer questions answered and technical problems solved. This will be a One-On-One session.

Time With A Tech is available in 15-minute Increments. Each increment or portion thereof costs \$25; however, the minimum charge for one of these sessions is \$50. Valued Customer Cardholders may use a \$25 credit as authorized by their card.

A 10% DISCOUNT ON SERVICE



A 10% discount on computer services is offered by Computer Concepts to our Military Members, First Responders, Seniors, and Teachers to honor their service to our country. We also offer a 10% discount on computer services for all our current students. Don't forget to ask for your discount.

ONE-ON-ONE TRAINING IS BEST



Apple and Windows One-On-One, Instructor Lead Training Sessions

Learn about your computer and its software. Dick Smith, your One-On-One Training Instructor, has over twelve years as Computer Concept's Apple and Windows Customer Training Instructor.

Online ZOOM training is an option.

Apple Training for iPhone, iPad, iPad Pro, iPad Air, MacBook Pro, MacBook Air, and iMac Computers. Windows 10 & 11 Training available.

For A Better Training Experience, One-On-One Training Sessions are the standard at Computer Concepts. Conversations between the student and the instructor prior to their training session allow the instructor to personalize One-On-One training sessions. Training Handouts for sessions are provided at the beginning of most Apple and Windows training. Windows 10 and 11 Sessions apps continue to be popular training topics.

A Valued Customer Cardholder may use the \$25 credit as authorized by their card for One-On-One Training or Time With a Tech.

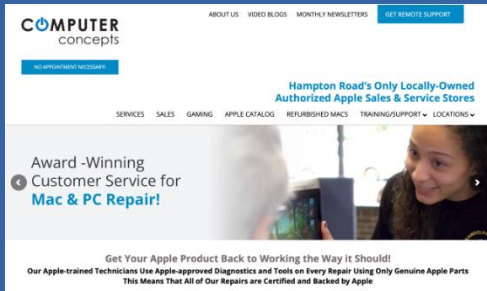
Masks are welcome. All training sessions are One-On-One which allows for only one Instructor and one student per session. The Cost of a 90-minute training session is \$59.00. Onsite Training sessions in-home or in a business are \$125 for a 90-minute session.

Dick Smith, Computer Concepts Training Director, offers In-Person One-On-One Training Sessions.

Contact Mr. Smith directly to schedule your session or just talk about your training goals. Mr. Smith's phone number is 757 870-8703.

His email is: dsmith@mycomputerconcepts.com

COMPUTER CONCEPTS' WEBSITE



Computer Concepts is continually updating our website. Please take the time to check out our site and let us know what you think.

[Computer Concepts' Web Site](https://www.mycomputerconcepts.com)

COMPUTER CONCEPTS LLC

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