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## ABOUT US

Serving the Public, Policing Technology and Protecting the World

### WHO WE ARE

Geek Squad is the first national 24-hour task force dedicated to solving the world's technology challenges. Comprised of highly skilled and specially trained computing Agents, home entertainment installers (GSIs), AutoTechs and appliance repairers (GSRs), 20,000 active Geek Squad technicians patrol Geek Squad precincts in all U.S. Best Buy stores, at Geek Squad stand-alone U.S. store locations and at service centers nationwide.



Geek Squad Chief Inspector Robert Stephens founded Geek Squad with \$200 and a bicycle in Minneapolis in 1994. Today, Geek Squad is the preeminent local tech support service.

In 2002, Geek Squad entered into joint operation with Best Buy and expanded nationally in 2004 - providing consumers nationwide with a unified, fully owned task force to help them manage their growing dependence on technology.

In October 2006, Geek Squad unveiled Geek Squad City, the force's largest repair site. The Louisville facility encompasses nearly four acres and houses the largest concentration of Geek Squad Agents anywhere on Earth. Geek Squad City is the anchor for a network of Geek Squad service locations that house the technicians who repair the vast array of gadgets people depend on.

### WHAT WE DO

Geek Squad Agents provide computer support and are readily identifiable by "Special Agent" badges, black pants, white shirts, break-away ties and signature GeekMobiles™. Arriving in decked-out vans, GSIs (Geek Squad Installers) deliver the home theater experience to family and game rooms far and wide, AutoTechs answer the call of car electronics fans at install bays within most Best Buy stores and GSRs (Geek Squad Repairers) make in-home appliance repairs.

- 1** Geek Squad technicians may be accessed 24 hours a day, 365 days a year by calling 1-800-GEEKSQUAD or logging on to [GEEKSQUAD.COM \(/\)](#). Geek Squad services are backed by an unconditional guarantee: If a customer is not completely satisfied with the service, the problem is remedied fast and free of charge.
- 2** Geek Squad keeps the streets safe from technological evil. No matter what make, model or manufacturer – or whether you bought it at Best Buy or not, Geek Squad is the ultimate in tech support.
- 3** Get the most out of your technology with Geek Squad's online support. By simply choosing the [service \(/services/\)](#) you need, a real Geek Squad Agent can quickly take over your computer remotely and correct the problem while you sit back and watch, or do the things you're rather do.
- 4** Take the hassle out of technology with Geek Squad's online support. By simply choosing the [service \(/services/\)](#) you need, a real Geek Squad Agent can quickly take over your computer remotely and correct the problem while you sit back and watch, or do the things you're rather do.
- 5** Keep up with Geek Squad's tech tips at [www.geeksquad.com/do-it-yourself \(/do-it-yourself/\)](#), download free tools to protect your gadgets and chat with Geek Squad Professionals 24/7/365

support. With 24-hour rapid deployment, and in-store, in-home and in-office visits, as well as remote support, Geek Squad listens to your concerns and helps determine which solution is best for you.

**3** The task force powers [Geek Squad Protection \(/protection-plans/\)](#), service plans that provide customers the assurance that help is readily available to activate, protect and maximize their technology. These pre-paid plans cover computing, home theater, digital imaging, mobile phone, car electronics products, as well as major appliances, and are available exclusively at [Best Buy \(http://www.bestbuy.com/site/Misc/Geek-Squad-Black-Tie-Protection/pcmcat159800050001.c?id=pcmcat159800050001\)](#).

**6** Geek Squad knows that technology can induce unnecessary stress on civilians, so they've assembled convenient two-minute videos with step-by-step instructions for setting up, using and protecting popular items for your car, home and office. Check out these free [instructional videos online \(http://www.youtube.com/user/GeekSquadHQ\)](#).

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[Pricing \(/why-choose-us/pricing.aspx\)](#)  
[Our Guarantee \(/why-choose-us/our-guarantee.aspx\)](#)  
[Safety & Security \(/why-choose-us/safety-security.aspx\)](#)

### Self Help

[Recycle My Electronics \(http://www.bestbuy.com/recycling\)](#)  
[Trade Old Gear For Gift Cards \(http://www.bestbuy.com/tradein\)](#)  
[Find Drivers and Updates \(/do-it-yourself/tools/find-drivers-and-updates.aspx\)](#)  
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**CALL 1-800-433-5778**

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