



Flipkart's service arm, Jeeves, offers end-to-end post-purchase solutions to businesses and customers

- *With the externalization of its service, Jeeves provides expert service solutions to consumers and businesses*
- *Through 9,000+ trained service technicians, Jeeves is strengthening post-sales service, including same-day installations ahead of the festive season*
- *As an expert partner, Jeeves provides comprehensive post purchase solutions to 19,000+ pin codes*

Bengaluru - September 28, 2022: Flipkart, India's homegrown e-commerce marketplace, today announced the expansion of its service arm, Jeeves, that provides end-to-end post-purchase service solutions to consumers and businesses. It will cater to a wide range of categories of products including home appliances, mobiles, IT products, furniture, consumer electronics and more.

Jeeves today provides comprehensive post purchase solutions like installation, demo, repair, maintenance and VAS (Value-added service) including protection and extended warranties, inbound, outbound, and non-voice customer care services spanning across 40+ product categories. It has more than 300 walk-in service centers, 1,000+ on-site service partners, and 9,000+ trained service technicians to provide businesses of all sizes and consumers hassle-free post sale assistance.

Keeping pace with the dynamic digital economy and retail landscape in India, Jeeves has transformed into a tech-enabled expert and trusted post-purchase service partner catering to the evolving needs of businesses and consumers across the country. The business which commenced in 2015, has over the years enabled sellers on Flipkart to focus on growing their business, as Jeeves became one of the leading partners for managing their post-sales service experience.

Nipun Sharma, CEO at Jeeves, Flipkart Group, said, *"Being a homegrown brand, it has been our constant endeavor to strengthen the vibrant digital ecosystem in India. With a strong network of trained experts across the country, Jeeves has evolved into the most trusted and expert partner with a large network of end-to-end post-purchase solutions for businesses and consumers. With the expansion of our footprint across the country and extension of our services to small and large businesses and customers, we are well prepared to cater to the surge in demand expected during the festive season in the post-sales services of home appliances, mobiles, IT products, furniture, and consumer electronics during this Big Billion Day."*

With dedicated design and quality management teams to ensure robust processes and superior quality training programs to deliver a seamless experience through technicians, Jeeves brings its extensive expertise working with industry-wide brands to offer reliable solutions for customers.

Flipkart's collaboration with Jeeves has sought to extend and deepen the customer relationship beyond transactions with a long-term view in mind. These customer-focused initiatives have further enhanced Flipkart's accountability and trust amidst its strong customer base, while filling the gap between online and offline marketplaces.

About the Flipkart Group

The Flipkart Group is one of India's leading digital commerce entities and includes group companies Flipkart, Myntra, Flipkart Wholesale, Flipkart Health+ and Cleartrip.



Started in 2007, Flipkart has enabled millions of consumers, sellers, merchants, and small businesses to be a part of India's digital commerce revolution, with a registered customer base of more than 400 million, offering over 150 million products across 80+ categories. Our efforts to democratize commerce in India, drive access and affordability, delight customers, create lakhs of jobs in the ecosystem, and empower generations of entrepreneurs and MSMEs have inspired us to innovate on many industry firsts. Flipkart is known for pioneering services such as Cash on Delivery, No Cost EMI and easy returns – customer-centric innovations have made online shopping more accessible and affordable for millions of Indians. Together with its group companies, Flipkart is committed to transforming commerce in India through technology.

For more information, please contact media@flipkart.com