



Flipkart launches Home Product Services to give customers easy access to after-sales services

- *Offers a one-stop solution to customers for their home product services, including repairs, maintenance, and installation for all appliances & products, irrespective of where they were purchased*
- *To serve customers in over 19,000 pin codes through doorstep and pick & drop services*

Bengaluru – December 22, 2022: Flipkart, India's homegrown e-commerce marketplace, today announced the launch of Home Product Services on its app for customers to meet their product repair, maintenance and installation service requirements. The after-sales services will be delivered by Flipkart's service arm, Jeeves, that provides end-to-end post-purchase service solutions to consumers and businesses. Apart from shopping on their trusted app, customers will now be able to access hassle-free repair, maintenance, and installation services on the Flipkart app under the category 'Repair & More'. These services will be available for all home products, irrespective of where they were purchased, and catered by trained experts for categories ranging from mobiles, home appliances, tablets, laptops, furniture, consumer electronics, and more.

With over 300- walk-in service centers, 1000+ service partners, 9,000+ trained engineers, and a presence in 400 cities, Jeeves will cater to the after-sales service requirements of customers even in remote parts of the country. The rich and extensive experience of servicing more than 90 national and international brands across 40+ categories, reinforces Jeeve's capability to offer reliable solutions to customers. Along with convenience and expert service from trained technicians, customers will get service guarantee and access to genuine spares at a standard price.

Speaking about the launch of Flipkart Home Product Services, **Dr. Nipun Sharma, CEO at Jeeves, Flipkart Group**, said, *"At Jeeves, we continuously strive to provide efficient, customer-focused end-to-end after sales services. We are conscious of the challenges customers face to avail reliable after sales services from unorganized and offline service providers and with the launch of Home Product Services on the Flipkart app, customers will now have access to convenient, reliable, and cost-effective after sales services backed by service guarantee for home products. This will allow customers to get services from trained technicians who are well-equipped to meet their evolving needs and be reliable partners in their after sales services journey."*



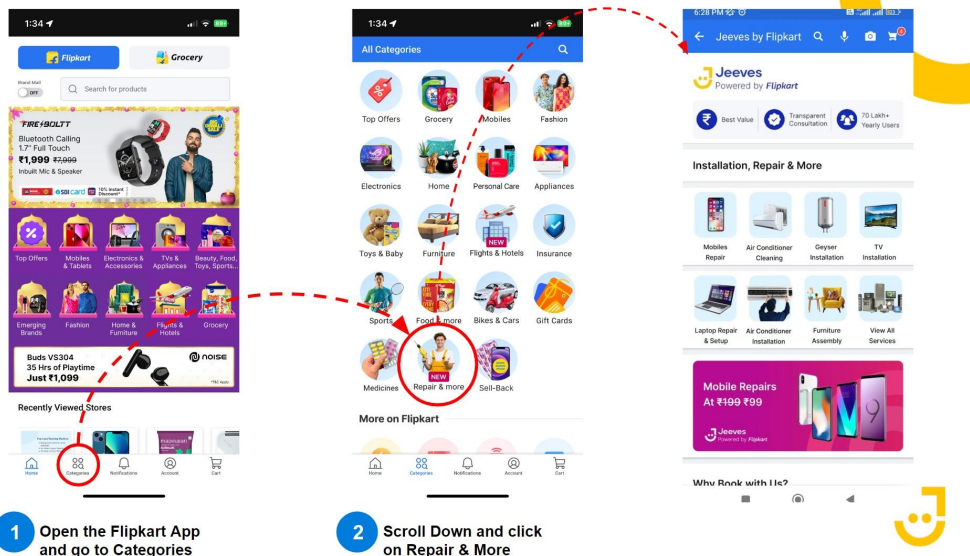
Jeeves has a deep network of proprietary services and partner networks. The wide range of comprehensive after-sales solutions such as repair, maintenance, installation, demo, and VAS (Value-added service), including protection and extended warranties, inbound, outbound, and non-voice customer care services spanning across 40+ product categories, has helped Jeeves scale. Recently, Jeeves was recognised as India's Most Trusted Consumer Durables Service and Solution Provider 2022 for the second year in a row.

HOW IT WORKS -

Step 1 - Customers can visit the Flipkart app and select “Repair & more” from the categories section in the bottom bar.

Step 2 - Customers will be able to select the service they want from options available which includes mobile repair, AC cleaning, geyser installation, TV installation, laptop repair & set up, AC installation, and furniture assembly.

Step 3 - After selecting the service, the customer can make the payment.



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 450 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