



Flipkart's service arm, Jeeves, strengthens its partnership with Samsung, opens service centers for Samsung in multiple locations across the country

- *Jeeves opens service centers for Samsung in Lucknow, Gurgaon, Moradabad, Ghaziabad, Mumbai, Durg, and Raipur*
- *Customers using Samsung products ranging from consumer appliances to mobiles, laptops, etc. will now have easy access to after-sales services in these locations*

Bengaluru – February 07, 2023: Flipkart's service arm, Jeeves, today announced the opening of authorised service centers for Samsung in multiple locations across the country. The operations of these service centers in Lucknow, Gurgaon, Moradabad, Ghaziabad, Mumbai, Durg, and Raipur will be managed by Jeeves, that provides end-to-end after-sales service solutions to consumers and businesses. These service centers will offer after-sales support for all Samsung products irrespective of where it was purchased.

The collaboration between Jeeves and Samsung has grown over the years. From two ASCs (Authorised Service Center) in Lucknow and Gurgaon, Jeeves now manages seven ASCs that provide after-sales services for the installation and repair of Samsung products that are both under warranty and out of warranty. To ensure the customers get the best service all technicians in these service centers are trained by Samsung.

In addition to recently opened service centers, Jeeves also plans to open three more ASCs for Samsung in Ahmedabad and Surat in the coming month.

Speaking about the opening of the service centers, **Dr. Nipun Sharma, CEO at Jeeves, Flipkart Group**, said, *"With its extensive experience in servicing national and international brands, Jeeves is well equipped to provide a comprehensive after-sales service to Samsung's customers. The opening of these service centers for Samsung has reinforced Jeeves expertise in delivering superior quality after-sales service for a wide range of products. With these service centers, Samsung's customers will now have access to a hassle-free after-sales service from skilled professionals."*

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 also launched the Home Product Services for customers to meet their product repair, maintenance and installation service requirements.

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