

## **F1 Info Solutions & Services to provide End-to-End After-Sales Service Support for Google Pixel Mobile Phones in India**

- *Flipkart's subsidiary F1 Info Solutions & Services Private Limited will provide after-sales services to the users of Google Pixel from a centralized repair center in Noida and walk-in services from F1 Services' 28 service centers across 27 cities in the country*
- *The end-to-end after-sales repair support includes collecting the device to diagnose it, repairing the device, and delivering it back to the customer*

**Bengaluru – June 12, 2023:** Flipkart's subsidiary and service arm, F1 Info Solutions & Services Private Limited, announced a collaboration with Google to provide end-to-end customer support for Google Pixel phones through a centralized repair center in Noida and also through walk-in service centers across 27 cities in the country ([Store locator](#)).

At the walk-in service centers, customers can get simple issues resolved or obtain information about the features of their Pixel device. If their device needs physical repair, this will be done through the centralized repair center in Noida. The walk-in center will securely pack it and ship it for servicing, after which they will communicate with the user until their device is repaired and returned to them at the center.

Over the years, F1 Services has invested in training and building a robust pool of qualified technicians to ensure enhanced after-sales services are provided to its customers. Technicians at F1 Services have been trained by experts from Google to service Google Pixel phones.

Speaking about the collaboration, **Dr. Nipun Sharma, CEO at Jeeves Consumer and F1 Info Solutions & Service, Flipkart Group**, said, *"Understanding the challenges faced by customers grappling with a shortage or poor quality of after-sales service, F1 Services has focused on establishing a comprehensive and customer-centric after-sales service network. We are delighted to be selected by Google Pixel as their customer care service provider to provide end-to-end after-sale services for Pixel phones. With 28 walk-in service centers and a centralized repair center, users of Google Pixel will now have access to seamless after-sale services from skilled professionals. This collaboration reinforces F1 Services' expertise in delivering exceptional after-sale services to elevate the customer experience."*

F1 Services has a deep network of proprietary services and partner networks. It provides a 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 40+ product categories.

### **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 sellers, merchants, and small businesses to participate in India's digital commerce revolution. With a registered customer base of more than 450 million, Flipkart's marketplace offers over 150 million products across 80+ categories. Today, there are over 11 lakh sellers on the platform, including Shopsy sellers. With a focus on empowering and delighting every Indian by delivering value through technology and innovation, Flipkart has created lakhs of jobs in the ecosystem while empowering generations of entrepreneurs and MSMEs. Flipkart is known for pioneering services such as *Cash on Delivery*, *No Cost EMI* and *easy returns*, which are customer-centric innovations that have made online shopping more accessible and affordable for millions of Indians.

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