

F1 Info Solutions & Services Opens 3 Dedicated Service Centers for OnePlus in & around Mumbai

- *After opening 4 dedicated service centers in Surat, Ahmedabad, Navi Mumbai & Dadar, F1 opens 3 more dedicated service centers in Nariman Point, Andheri West and Vasai West for seamless after-sale service*
- *Customers using OnePlus mobile phones, wearables, and TWS will now have easy access to a dedicated, hassle-free, and faster after-sales service experience*

Mumbai - November 28, 2023: Flipkart's subsidiary and service arm, F1 Info Solutions & Services Private Limited, recently opened three dedicated service centers for OnePlus at Nariman Point, Andheri, and Vasai in Mumbai. These service centers are strategically located in South, West and Central Mumbai to offer customers convenience and easy access to quality service through trained technicians.

At the dedicated service centers in Mumbai, F1 will manage walk-ins and repairs for Oneplus Mobiles, TWS (True Wireless Stereo Technology - Earbuds), and Wearables under warranty and out of warranty. To provide enhanced after-sales experience to customers, F1 has invested in training and maintaining a strong pool of skilled technicians in its centers. Technicians working at these dedicated service centers will also be trained by experts from OnePlus.

As part of the collaboration with OnePlus, F1 is managing the after-sales service of Mobiles, Wearables, and TWS across West India. Currently, F1 supports OnePlus customers through 74 centers and 7 Dedicated Service Centers across Western India.

Speaking about the collaboration, **Dr. Nipun Sharma, CEO at Jeeves Consumer and F1 Info Solutions & Service, Flipkart Group**, said, *"At F1 Services, we focus on establishing a comprehensive, customer-centric, and reliable after-sales service network. We are delighted to strengthen our collaboration with OnePlus as their authorized after-sale service provider since 2020 and look forward to providing improved after-sale services to the customers of OnePlus across India. Through the service centers at multiple locations, users of OnePlus products 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 after-sales solutions such as repairs, warranty replacement, installation, AMC (Annual Maintenance

Contract) VAS (Value-added service), including inbound, outbound, and non-voice customer care services spanning 40+ product categories.

About 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 500 million, Flipkart's marketplace offers over 150 million products across 80+ categories. Today, there are over 14 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.

For more information, please write to media@flipkart.com