

Flipkart's F1 Info Solutions & Services Opens Dedicated Service Centers for Apple in Srinagar and Chennai

- *Strategically located in easily accessible areas of Srinagar and Chennai, these dedicated service centers will cater to the diverse needs of customers using Apple products*
- *The post-purchase service requirements of Apple customers will be met by the skilled technicians working across 27 service centers of which 23 are customer-facing service centers across the country*

Chennai & Srinagar - January 11, 2024: Flipkart's subsidiary and service arm, F1 Info Solutions & Services Private Limited, announced the opening of dedicated service centers for Apple in Srinagar and Chennai. At these dedicated service centers, one in each city, F1 Info Solutions & Services will deliver comprehensive post-purchase services for all Apple products, from mobile phones to laptops and beyond.

At the dedicated service centers in Chennai and Srinagar, customers can get their Apple products, both in-warranty and out-of-warranty, repaired by highly qualified Apple-certified technicians. Apart from these dedicated service centers, customers using Apple products can enjoy post-purchase services by trained technicians at 25 other service centers across the country. With a reputation for excellence, these technicians guarantee a swift turnaround time for repairs and services. The engineers undergo certified technical courses by the company.

With a collaboration spanning over a decade, Flipkart and Apple have cultivated a relationship built on trust and unparalleled customer service. Currently, F1 supports Apple customers through 27 centers across the country. These centers offer walk-in services, on-site repair services for all Apple products under warranty & out of warranty and help desk support for enterprise customers. Customers can also buy genuine accessories and warranty extension packs (Apple Protect+) from these centers.

Commenting on the collaboration, **Dr. Nipun Sharma, CEO at Jeeves Consumer and F1 Info Solutions & Service, Flipkart Group**, said, *"We are thrilled to announce the inauguration of dedicated service centers for Apple in Srinagar and Chennai. This strategic expansion reflects our commitment to providing excellent and reliable post-purchase services to Apple users. With our team of highly skilled Apple-certified engineers and a decade-long partnership with Apple, we are confident in delivering swift and comprehensive support. We look forward to enhancing the overall customer journey and reinforcing our position as a trusted post-purchase service provider for Apple devices across India."*

F1 Services has an extensive network of proprietary services and partner networks. It offers a wide range of comprehensive 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 covering over 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 user 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