



Flipkart's service arm, F1 Info Solutions & Services Strengthens its Collaboration with Google with the Launch of Three Dedicated Service Centers

- *The dedicated service centers for Google located in Bengaluru, Delhi, and Mumbai will have dedicated technicians to cater to Google's customers*
- *At these dedicated service centers, customers will get same business day resolution for majority of their technical queries*

Bengaluru – August 14, 2024: Flipkart's service arm, F1 Info Solutions & Services Private Limited, strengthened its collaboration with Google with the opening of three dedicated service centers in Bengaluru, Delhi, and Mumbai. The dedicated service centers in Bengaluru and Delhi have been inaugurated and a third in Mumbai will open soon. These state-of-the-art facilities are set to provide after-sales services to the range of Google products that are available in India, including Pixel Mobiles & Watches, Buds, Fitbit, Nest, and wearables, among others, with convenient walk-in support, regardless of offline or online purchase.

Building on Google's existing alliance with F1 for after-sales services across the entire F1 service network since last year, this collaboration aims to further elevate the level of post-purchase service offered to Google's customers.

The dedicated service centers will offer Google's customers the convenience of getting technical issues like screen and physical damage, battery replacement, and other functional and software issues resolved as much as possible on the same business day by reliable technicians. These are Google's first dedicated service centers in India, providing focused repair and replacement services for both in-warranty and out-of-warranty devices through an external service provider. Each center will have dedicated technicians trained and certified by Google, ensuring high-quality service. Regular assessments and quarterly training sessions will keep the technicians up-to-date with the latest technical and soft skills.

Hemant Badri, SVP, Group Head of Supply Chain, Customer Experience & Re-commerce Business at Flipkart Group, stated, *"At F1 Info Solutions & Services Private Limited, our unwavering commitment is to deliver customer-centric after-sales service that addresses evolving consumer requirements. We are excited about strengthening our relationship with Google. Through the shared vision of elevating the customer experience, the collaboration aims at offering customers reliable and prompt solutions to technical challenges confronted by customers using Google products. The extension of the engagement with Google validates F1 expertise in delivering best-in-class post-purchase services. With these new service centers,*



Google customers will receive unparalleled professional assistance from our highly skilled technicians, ensuring that their devices are in the best hands."

Speaking about the collaboration, Ana Corrales, COO of Consumer Hardware, Google, said, *"As we deepen our commitment to Pixel users in India, we're thrilled to expand our collaboration with Flipkart and launch our first three Google-owned Walk-in Centers in India. These brand new centers will offer state-of-the-art support for all Google products in India, whether in or out of warranty. In the vast majority of cases, we'll also offer same-day turnaround on repairs, replacements, or query resolutions. Pixel has always exemplified a premium smartphone experience, and we'll continue to deliver service that matches."*

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.

Established 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 1.4 million 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 thousands of jobs in the ecosystem while empowering generations of entrepreneurs and MSMEs. Flipkart has pioneered services such as Cash on Delivery, No Cost EMI, Easy Returns, and UPI. These customer-centric innovations focus on enhancing digital payment offerings for all customers while making online shopping more accessible and affordable for millions of Indians.

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