



## **Flipkart's Service Arm, F1 Info Solutions & Services Launches the Third Dedicated Service Center for Google Pixel in Mumbai, expands same-day device repairs across six cities**

- *At the dedicated service center in Bandra Kurla Complex, Google Pixel users will enjoy same business day repair service for the majority of the technical issues*
- *F1 Services fortifies its collaboration with Google with the opening of the third dedicated service center in Mumbai, with two others already present in Bengaluru and Delhi; six same day repair service centers in Lucknow, Gurgaon, Cochin, Chennai, Pune, and Kolkata; and post-purchase services across 350+ multi-brand service centers in India*

**Bangalore – January 7, 2025:** Flipkart's service arm, F1 Info Solutions & Services Private Limited, in collaboration with Google, recently launched the third dedicated Service Center in Mumbai. Early this year, F1 Services opened two dedicated centers in Bengaluru and Delhi. This state-of-the-art center is set to redefine customer experience with fast and premium services for select Google products that are available in India, including Pixel Mobiles & Watches, Buds, Fitbit, Nest, and wearables, among others, with convenient walk-in support and same business day delivery regardless of offline or online purchase.

As part of this collaboration, F1 Services continues to be Google's dedicated after-sales service provider for Google Pixel devices in India. The newly launched service center in Mumbai offers same-business day repairs for most technical issues like screen and battery replacements.

Some key aspects of this collaboration include:

- **Seamless access to after-sales Service for Google Pixel products:** For both in-warranty and out-of-warranty Google Pixel products, F1 Services provides a comprehensive suite of services, ensuring that all Google Pixel users have access to efficient and reliable after-sales services for products purchased in India and overseas. With over 350 multi-brand centers pan-India, F1 Service's pickup-and-drop services further complement the convenience of same-business day repairs
- **Trusted Partner:** F1 Services has been Google's trusted partner over the years, providing excellent after-sales services. This collaboration led to the establishment of dedicated service centers in India – the first of its kind. The addition of the Mumbai center reflects the company's dedication to delivering enhanced customer service through innovation and operational excellence
- **Training and Service Excellence:** To maintain its industry-leading standards, F1 Services provides monthly technical training to its technicians and robust soft skills training for customer-facing staff. This ensures seamless handling of customer queries



and efficient resolution of complaints, underscoring the company's commitment to creating a premium and customer-first experience.

**Prem Pandian, Head of Global Service & Logistics Partnerships for Google Hardware, said,** *“The momentum of the Google Pixel portfolio in India has been remarkable as we continue to expand our offerings, and we are committed to ensuring that our users have access to the best possible after-sales service experience. Through our partnership with F1 Info Solutions & Services, we are expanding our service network into Mumbai, with same-day repairs for most technical issues, ensuring Pixel users have a seamless and premium support experience. This is a testament to our dedication to the Indian market, and we look forward to continuing to provide exceptional customer service.”*

Speaking about the development, **Nitin Bhan, Head of Jeeves & F1 Info Solutions & Services,** stated, *“The growth of our engagement with Google is a testament to our mutual vision of enhancing the after-sales experience for customers in India. The opening of the dedicated service centers by Google underscores Google Hardware team’s focus on creating meaningful engagements with its customers, ensuring they receive the best service and support for their Google Pixel devices. The launch of the dedicated service center in Mumbai and the expansion of same-business-day repair services underscore our commitment to delivering innovative and customer-centric solutions. By blending speed, convenience, and premium service standards, F1 Info Solutions & Services is redefining after-sales care and strengthening our position as a trusted partner for end-to-end after-sales services in India.”*

### **About the Flipkart Group**

The Flipkart Group is one of India’s leading digital commerce entities and includes group companies Flipkart, Myntra, Flipkart Wholesale, Cleartrip and Super.money.

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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