

## Servicing Details

Service Center Location	Coverage Area	Contact Number	Contact Service Types	Average Turnaround Time	Walk-in Availability	Home Pickup Support	Language Support
Bengaluru – Kora-mangala	Karnataka	080-4633-1278	Smartphones, Tablets, Audio	3-5 business days	Yes	Yes	English, Kannada
Mumbai – Andheri East	Maharashtra	022-4947-2302	Smartphones, Accessories	2-4 business days	Yes	Yes	English, Marathi
Delhi – Karol Bagh	NCR, Haryana, UP	011-2391-8830	All Categories	3-7 business days	Yes	Yes	English, Hindi
Hyderabad – Banjara Hills	Telangana	040-3571-9940	Smartwatches, Tablets	2-3 business days	Yes	Yes	English, Telugu
Chennai – T.Nagar	Tamil Nadu	044-4017-7725	Smartphones, Audio	3-5 business days	Yes	Yes	English, Tamil
Kolkata – Salt Lake	West Bengal, Odisha	033-6814-7699	All Categories	3-6 business days	Yes	Yes	English, Bengali
Pune – Shivaji-nagar	Maharashtra	020-6170-4433	Smartwatches, Tablets	2-4 business days	Yes	Yes	English, Marathi
Jaipur – C-Scheme	Rajasthan	0141-7156-950	Smartphones, Audio	3-5 business days	Yes	Yes	English, Hindi
Ahmedabad – Navrang-pura	Gujarat	079-4891-8452	Tablets, Audio, Accessories	2-4 business days	Yes	Yes	English, Gujarati

Service Center Location	Contact Coverage Area	Number	Service Types	Average Turnaround Time	in Availability	Walk-in	Home Pickup	Language Support
Kochi – MG Road	Kerala	0484-409-2216	Smartphones & accessories	2-5 business days	Yes	Yes		English, Malayalam

**Service Process Overview:** - **Service booking:** Initiate via Velvera App, website, or by contacting the nearest service center. - **Diagnosis:** Certified engineers assess reported issues, typically within 24 hours of product receipt. - **Quote & Approval:** Estimate shared for any non-warranty services or accidental damage; repairs begin post-approval. - **Status Tracking:** Transparent updates through app, SMS, and email notifications. - **Delivery & Feedback:** Products can be collected in person or delivered to the customer's address upon request.

**Additional Support:** - Same-day screen replacement at select centers for Velvera Care+ users (subject to slot availability). - Genuine Velvera parts and 90-day post-repair warranty for paid repairs. - Dedicated support hotline for Care+ members: 1800-210-5030