

FREQUENTLY ASKED QUESTIONS FOR TELKOM SMART HOME VOUCHERS

1. Where can I purchase my Telkom Smart Home Voucher? Vouchers can be purchased from the Telkom website via Telkom.co.za
2. What value of voucher can I purchase? Vouchers are only available in the following denominations: Telkom Smart Home Voucher R500 Telkom Smart Home Voucher R1000 Telkom Smart Home Voucher R1500 Telkom Smart Home Voucher R2500 Telkom Smart Home Voucher R3000 Telkom Smart Home Voucher R5000
3. Where can I redeem these Vouchers? Vouchers can only be redeemed through Telkom's partner via https://thedeviceishop.co.za
4. Can I redeem my Voucher at a Telkom Store or Telkom Website? No, vouchers cannot be redeemed at Telkom retail stores or on the Telkom website. They are only redeemable via https://thedeviceishop.co.za .
5. Can I purchase these vouchers as a gift? Yes, once purchased, vouchers can be sent as gifts to others.
6. How long is the voucher valid for? Vouchers are valid for 36 months from date of issue
7. Who can purchase the vouchers? Only existing Telkom post-paid customers (mobile or fixed-line) are eligible to purchase vouchers.
8. What can I purchase with my vouchers? You can redeem your vouchers for a variety of Smart Home Devices
9. What happens if I lose my voucher?

It is the customer's responsibility to safeguard their voucher. Telkom is not responsible for lost or stolen vouchers. It is the customer's responsibility to safeguard the voucher.

10. What happens if I do not use the entire voucher value in one purchase?
The remaining balance will be available for future use until the voucher validity period ends.

11. Can I use the voucher for other Telkom services?
No, Telkom Smart Home Vouchers can only be used to purchase Smart Home Devices and not for other Telkom services such as airtime, data, or bill payments

12. Can I use multiple vouchers in one purchase?
Yes, multiple vouchers can be used for a single transaction, provided the total amount does not exceed the order value.

13. Can I exchange my voucher for cash?
No, Telkom Smart Home Vouchers are non-refundable and cannot be exchanged for cash.

14. What if I return a product purchased with a voucher?
If a product is returned and a refund is approved, the refunded amount will be reissued as voucher credit, subject to the return policy of <https://thedeviceishop.co.za>.

15. Can I transfer my voucher to another Telkom customer?
Yes, vouchers are transferable and can be gifted to other Telkom customers.

16. What should I do if my voucher code is not working?
Ensure that you have entered the code correctly. If the issue persists, contact support via <https://thedeviceishop.co.za>.

17. Can I reload or top up an existing voucher?
No, vouchers cannot be reloaded. You will need to purchase a new voucher if additional funds are required.

18. Who do I contact for voucher-related queries?

For any inquiries,

General inquiries: Email: telkomsmart@telkom.co.za

Delivery/Device queries: Use the support form on
<https://thedeviceishop.co.za>