

Product Specific Terms and Conditions for Telkom Smart Home Voucher Offering.

1. The provision of Telkom's bundled offering with Telkom Smart Home Vouchers are subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communication Services and Products available at https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml) as well as the Product Specific Terms and Conditions set-out in this document. Where there is any conflict between Telkom's Standard Terms and Conditions and the Product specific conditions for Telkom Smart home Vouchers, the latter should prevail.
2. "Telkom Smart Home Vouchers" refer to electronic vouchers that customers purchase online via the Telkom Website. These are delivered to the recipient as an SMS with the Unique Voucher number and Link for redemption
3. Telkom Smart Home vouchers are available to Existing Telkom Post-Paid customers this includes Fixed-Line and mobile services.
4. Telkom Smart Home Vouchers are available online via the Telkom Website found under Smart Home.
5. Vouchers are for the redemption of Smart devices through a Telkom Partner via <https://thedeviceishop.co.za>
6. Vouchers are not valid for use on product offered on the Telkom website or in Telkom retail stores.
7. The following Voucher denominations are available on the website:
 - 7.1. Telkom Smart Home Voucher R500
 - 7.2. Telkom Smart Home Voucher R1000
 - 7.3. Telkom Smart Home Voucher R1500
 - 7.4. Telkom Smart Home Voucher R2500
 - 7.5. Telkom Smart Home Voucher R3000
 - 7.6. Telkom Smart Home Voucher R5000

8. ISSUANCE AND REDEMPTION

- 8.1. Vouchers may be issued as part of promotions, sales, or as a gift and can be redeemed exclusively on <https://thedeviceishop.co.za>
- 8.2. A voucher can only be redeemed once, unless otherwise specified.
- 8.3. Telkom Smart Home Vouchers are non-transferable for resale or exchange with a third party. However, vouchers may be gifted to another individual, provided they are not sold, bartered, or exchanged for value.
- 8.4. If a redemption amount is lower than the voucher value, the remaining balance will be available for future use until the voucher validity period ends.

9. VALIDITY AND EXPIRY

- 9.1. Telkom Smart Home vouchers are valid for 36 months from date of purchase.
- 9.2. Expired vouchers will not be extended, reissued, or refunded unless required by law.

10. RESTRICTIONS AND LIMITATIONS

- 10.1. Vouchers may not be used in conjunction with other promotions, discounts, or offers unless explicitly stated.
- 10.2. Vouchers cannot be used to purchase other vouchers or gift cards.
- 10.3. If a voucher is lost, stolen, Telkom is not responsible for replacing or refunding it.

11. REFUNDS AND RETURNS

- 11.1. All voucher purchases are final. Vouchers are non-returnable and non-refundable, even if lost, stolen, or expired. Once a voucher is delivered, it is the responsibility of the recipient to safeguard it.
- 11.2. If goods or services are purchased with a voucher are returned and qualify for a refund or replacement, the refund will be processed as per the Digital Planet's terms and conditions found <https://thedeviceishop.co.za>

12. FRAUD AND MISUSE

- 12.1. Telkom reserves the right to cancel or suspend a voucher if it suspects fraud, abuse, or violation of these terms.
- 12.2. If a voucher is found to be altered, duplicated, or obtained unlawfully, Telkom may void it without notice.

13. CONTACT INFORMATION

13.1. For any queries or complaints related to vouchers, please email
Telkomsmart@telkom.co.za

14. If a Telkom customer has any outstanding balance on their account, they will not be able to purchase any of the Telkom Smart Home Vouchers. To proceed with the purchase of Telkom Smart Home Vouchers, the customer must ensure that their Telkom account is up to date.

15. Telkom reserves the right to amend these offerings terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the agreement and bind the consumer from the date that the amendment was listed on the abovementioned site.

16. Telkom reserves the right at any time to terminate this offer and will inform customers accordingly by customers preferred form of communication.

16.1. Existing customer's services will be terminated with reasonable prior notice.