

Frequently asked Questions for Customers who qualify for a replacement coupon through Takealot

Following the phasing out of Netflix, Telkom and Takealot are offering a coupon to replace the Telkom LIT BOX streaming device that was purchased within the past 6 months from 1 April 2021.

What is the Value of the coupon qualifying customers will receive?

- The value of this coupon is R1263.85 per coupon including vat

Who qualifies for coupons?

- Customers who purchased a Telkom LIT Box through an official Telkom Channel within the past 6 months from 1 April 2021 will receive an sms from Telkom confirming that they qualify for the reimbursement and be given the coupon details to redeem at Takealot

Where can customers redeem the coupons and what is the process to do so?

- The coupon provided to the customer is redeemable through Takealot by means of the Takealot process by following the instructions on the link below:

<https://www.takealot.com/help/redeem-a-promotional-code-or-coupon>

May I offer my coupon to someone else?

- No, coupons are not transferable and can only be redeemed by the person receiving the sms with associated coupon

Can I purchase anything else from Takealot with the coupon?

- The provision of the coupon to be redeemed at Takealot is solely for the purpose of purchasing a replacement streaming device and cannot be used for the purchase of any other Takealot goods.

What streaming device will customers be getting in replacement of the Telkom LIT Box and will these devices have the Netflix App installed on them?

- The streaming device which has been procured to serve as a replacement streaming device is Ematic AGT419 4K (UltraHD) Quad Core Android TV Box (Google Certified | DSTV Now & Netflix)

Does this offer and coupon expire?

- This is a once-off event and will expire within 4 weeks from date of distribution of the sms communication and coupons to customers.

FAQ's for the Decommissioning of the Netflix Application on the Telkom LIT Box and issuing of vouchers/ Tokens to customers by Telkom for the replacement of Streaming devices through Takealot

What if the customer purchased more than 1 Telkom LIT Box within the qualifying period?

- Customers who purchased more than one streaming device from Telkom within the past 6 months will be issued with 1 coupon per device purchased.

Where do customers who believe they qualify for reimbursement go if they do not receive a coupon?

- Customers who qualify but do not receive the coupon need to log a complaint at the Telkom call centre on 018 810 for mobile and 10210 for fixed line and Telkom will investigate the matter according to the customer and device details provided by the customer

Who is responsible for the warranty of the streaming devices obtained through redemption of the coupons?

- The devices may be subject to a warranty offered by the supplier or manufacturer. If there are any claims for defective goods or otherwise lodged under the warranty, it will be the customer's responsibility to arrange for repairs or replacement, as the case may be, in terms of any warranty that may apply, directly with the supplier or manufacturer through Takealot.

How will Takealot know where to deliver the streaming devices?

- The customer shall be required to provide Takealot with an address for delivery of the streaming device. The customer shall promptly contact Telkom should there be any changes in the specified address prior to delivery. Telkom call centre can be contacted on 018 810 for mobile and 10210 for fixed line

Do customers have to pay for delivery?

- Delivery of the device by Takealot is free.

In addition the following Takealot Terms and conditions will apply:

Takealot WEBSITE T&C – www.takealot.com