

OTT MOBILE TECHNOLOGIES (PTY) LTD VOUCHER TERMS & CONDITIONS

Last Updated: 26.01.2026

1. By purchasing, activating, redeeming, or attempting to use an OTT Voucher ("Voucher"), you agree to be bound by these Voucher Terms and Conditions, our General Terms of Service, and our Privacy Notice.
2. These terms constitute a legally binding agreement between you and OTT Mobile Technologies (Pty) Ltd ("OTT", "we", "us", or "our").
3. If you do not agree to these terms, do not purchase or use an OTT Voucher.
4. Vouchers are issued at OTT's sole discretion and may only be purchased from OTT or authorised resellers or platforms.
5. OTT shall not be liable for Vouchers purchased from unauthorised or fraudulent sources.
6. Once purchased, Vouchers cannot be reloaded or have additional value added.
7. Vouchers are available in denominations ranging from R5 – R5000. OTT may vary available denominations or impose transaction limits at any time.
8. Vouchers are redeemable only within the Territory of issue, as identified on the Voucher, and subject to applicable laws and regulations.
9. Vouchers cannot be exchanged, sold, bartered, or redeemed for cash, nor combined with other rewards, discounts, or vouchers.
10. IMPORTANT NOTICE: Redemption depends on third-party systems (including banks, networks, retailers, or service providers). OTT is not responsible for delays, interruptions, or failures in those third-party systems that prevent redemption, to the extent permitted by law
11. Once a Voucher is redeemed, that transaction cannot be cancelled or reversed, except as required by law.
12. Vouchers are valid for 36 (thirty-six) months from the date of issue (which is the date the Voucher is first purchased).
13. Any remaining balance on a Voucher after expiry will be forfeited and cannot be reactivated, extended, or refunded.
14. Lost, stolen, damaged, or destroyed Vouchers may not be recoverable.
15. In the event of loss, theft, or damage to a Voucher, you must notify OTT immediately. In such circumstances replacement is not guaranteed and remains at OTT's discretion.
16. OTT shall not be liable for any unauthorised use of a lost or stolen Voucher.

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17. Unless otherwise required by law (including the Consumer Protection Act, 68 of 2008 ["CPA"]), Vouchers are non-refundable.
18. Where refunds are permitted, OTT will process them within a reasonable time following verification and may require proof of purchase or supporting documentation.
19. Consumers may request written reasons for any refusal of a refund or redemption, and OTT will provide such reasons upon request.
20. Any fraudulent, abusive, or unlawful conduct aimed at obtaining or using a Voucher will constitute a breach of these terms.
21. OTT reserves the right to suspend, cancel, or deactivate any voucher or related account in such circumstances.
22. OTT processes personal information in accordance with Protection of Personal Information Act, 2013 ("POPIA") and its Privacy Notice. Personal information may be processed where it is necessary to issue, administer, redeem, or investigate Voucher transactions, to comply with legal obligations, or on another lawful basis under POPIA.
23. OTT may amend, update, or withdraw these Terms, or the Voucher programme, where required by law or for operational reasons, by publishing updated Terms.
24. Continued purchase or use of vouchers after amendments are published constitutes acceptance of the revised terms. Amendments will apply from the effective date stated and will not reduce the remaining value or validity period of any Voucher already issued, unless required by law.
25. You are responsible for reviewing the current Terms when purchasing or redeeming a Voucher.
26. Nothing in these terms is intended to unlawfully limit or avoid any consumer rights under the CPA.
27. These terms are governed by the laws of the Republic of South Africa.

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