1. **What is Kristal Astro BuyBack?**
   Kristal Astro BuyBack allows customers to sell unused set-top box that meets eligibility requirements.

2. **What requirements does my set-top box have to meet in order for me to be eligible for BuyBack?**
   Your set-top box must meet the following eligibility requirements:
   - It must be fully functional and must not have any hardware faults;
   - Normal wear and tear of the set-top box may be acceptable subject to Kristal Astro inspection;
   - Set-top box must have fully functioning display and no cracked screen display;
   - The ‘complete’ set of the set-top box must be provided and must not have any missing parts;
   - The set must include its accessories including **power cable/adaptor, remote control and HDMI cable**.

   ![Accessories](image.png)
   *Picture shown above is for illustration purposes only. Accessories may vary depending on set-top box model.*

3. **Which set-top box models will be accepted for BuyBack?**
   Only set-top boxes model numbers listed below will be accepted for BuyBack:

<table>
<thead>
<tr>
<th>Type</th>
<th>Model No.</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.yond DMT4 HD</td>
<td>DS830NA</td>
<td>Pace</td>
</tr>
<tr>
<td>B.yond DMT4 HD PVR</td>
<td>TDS865NA</td>
<td>Pace</td>
</tr>
<tr>
<td>B.yond DMT 5 HD PVR</td>
<td>DPH5000NA</td>
<td>Pace</td>
</tr>
<tr>
<td>Zapper HD</td>
<td>DMT890</td>
<td>Technicolor</td>
</tr>
</tbody>
</table>

   You can locate the model number on a label at the bottom of set-top box.

4. **Will you accept set-top box from Astro Malaysia?**
   Please note that BuyBack is applicable for set-top boxes authorized by Kristal Astro (Brunei) only.

5. **What happens if I still have an outstanding balance? Will I still be eligible for BuyBack?**
   You are required to pay all outstanding bills or penalties (if any) in full before proceeding with BuyBack.

6. **Where should I send my set-top box?**
   Please send your set-top box and its accessories to Kristal Astro Service Centre located at the address mentioned below.

   **Kristal Astro Service Centre:**
   Block A, Unit 4, Ground Floor, Latifuddin Complex, Tungku Link, Rimba BE3119

   **Business Hours:**
   Monday - Thursday & Saturday: 9:00 AM – 11:45 AM / 1:30 PM – 4:00 PM
   Friday: 9:00 AM – 11:00 AM / 2:30 PM – 4:00 PM
7. **What happens to my set-top box once I send it to KA Service Centre?**
   We will perform functional testing and inspection to determine if the set-top box meets the criteria described above.

8. **How long does an inspection take?**
   Typically, inspection may take 15 – 20 minutes.
   If inspection takes longer than expected, you will be notified via phone call once it is completed.

9. **Will you still be accepting set-top box with missing accessories?**
   Yes, we can still accept if you’ve lost or damaged your set-top box remote. However, your set-top box will not be eligible for BuyBack if the power cable/adapter and HDMI cable is missing or damaged.

   Furthermore, the device must meet all other eligibility requirements set forth above and may not have any cracks or breaks in the back or side or any other visible defects that go beyond normal wear.

10. **How much is my set-top box worth?**
    All set-top boxes that meet eligibility requirements will get B$50 in cash.

11. **How long does it take for payment to be issued?**
    Once we have completed the full inspection and confirmed that your set-top box meets the eligibility requirements for BuyBack, you will receive the B$50 cash on the spot after you sign the Acknowledgement Form.

12. **Can I cancel and get my set-top box back once I have received the B$50 cash?**
    No, you can’t cancel or exchange once you have received the B$50 cash.
    Please refer to our Terms and Conditions.

13. **Can I appoint someone to act on my behalf?**
    Yes, you can. He/she will be required to fill in and sign the Acknowledgement Form and submit a copy of his/her ID after inspection is completed.

14. **I have an unused set-top box which does not belong to me. Can I still sell it?**
    Yes, you can as long as the set-top box meets the criteria described above.

    You will be required to fill in and sign the Acknowledgement Form and submit a copy of your ID after inspection is completed.

15. **What if I have other questions?**
    If you require additional assistance, you can get in touch with us by filling out the Online Feedback Form provided on our website kristalastro.com OR call DST Care 151 OR visit KA Service Centre.