

REGISTRATION & RENEWAL

SERVICE COMMITMENT

- We will respond to requests / queries same working day on emails received and Transfer Requests.
- We also take calls which are responded to and actioned straight away if possible, if an enquiry requires further investigation it will normally be resolved within 2 working days.

RENEWAL AND EXPIRY POLICY

- Customers are sent e-mail notifications at the 60 day prior to renewal date and again 30 days prior to renewal date that their domain name is going to expire.
- On these notifications they are told how to renew their domain name via our system, orderform.co.uk.
- We currently charge a nominal fee available on application for a two year renewal on .uk domain names and this is renewed every two years by the domain owners.
- When payment is received for a domain name renewal the customer will receive an invoice by e-mail with full details of the charges and service purchased.
- If the customer wishes to contact us by phone to clarify any details we will assist them at the time of call to confirm when their domain names are due for renewal and how to pay remaining, on the call until payment is confirmed