



## **.UK Domain Name Registration Terms and Conditions for Aspire Web Media Ltd.**

### **How to contact us**

By post: Aspire Web Media Limited, Elm Grove, Wimbledon, London. SW19 4HE.

Email: [stuart@aspirewebmedia.com](mailto:stuart@aspirewebmedia.com)

Please contact us via email about issues relating to domain names at any time. We aim to respond to your contact within 12 hours and aim to resolve any issues you have within 24 hours.

### **To register a domain name**

Please send an email to [stuart@aspirewebmedia.com](mailto:stuart@aspirewebmedia.com) with details of the domain name you wish to register and full contact details. A member of our team will aim to make contact with you within 12 hours with further instructions and with details of how to pay.

### **Reporting abuse and complaints**

If you wish to raise a complaint about abuse you have received (for example phishing scams, spam emails etc), please contact us at [stuart@aspirewebmedia.com](mailto:stuart@aspirewebmedia.com) with as much detail about the abuse. We will investigate your complaint as soon as possible.

If you wish to make a complaint about a service you have received, please submit an email to us at [stuart@aspirewebmedia.com](mailto:stuart@aspirewebmedia.com) including as much detail from the issue you have. We will acknowledge your complaint within 1 business day and aim to resolve any issues within 24 hours.

If you're not happy with the initial outcome of your complaint, then you are able to escalate your issue to Nominet (the .uk registry) here: <http://www.nominet.uk/resources/complaints>

## **Nominet's Terms and Conditions**

When registering a domain name with us you agree also to Nominet's domain name registration Terms and Conditions: <http://www.nominet.org.uk/go/terms>

### **Domain name charges and other information**

- Domain names registered with Nominet (the .UK registry) are £12.50 per annum.
- Registrations are made initially for a minimum of a 2 year term.
- You will need to make payment in advance by bank transfer (details provided when you submit a domain).
- If a domain name cannot be registered you will be fully refunded within 24 hours.
- We will not impose termination charges where our service(s) can be shown to of been below standard.

### **Renewing domain names**

All domains are renewed on an annual basis, and we will send out reminder emails to the email address on the account. It is the registrant's responsibility to make sure their contact details are up to date. Aspire Web Media Ltd. takes no responsibility if your domain renewal fails due to your contact details being incorrect.

If you do not wish to renew a domain please make sure you contact us a minimum of 7 days before your domain expires by emailing us at [stuart@aspirewebmedia.com](mailto:stuart@aspirewebmedia.com).

All domains will not be auto renewed, and we aim to bill 7 days in advance.

### **Expiring domain names**

If you do not renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after to renew the domain name at the original renewal fee.

After 30 days your domain will be suspended and will go into a 60 day grace period during which you can still renew your domain name but with an additional redemption fee of £100 + VAT. This must be requested by email before the 80th day after your domain has expired, after 90 days your domain will be cancelled and deleted from the register and made available for resale through a third party registrar. Aspire Web Media Ltd. will not guarantee the renewal of a domain name.

In renewing a domain or domains you are agreeing to the registries terms and conditions.