

## Nominet Terms

### Registration and Renewals

All domains are registered and renewed on an annual basis. We will send out reminders before a domain is due for renewal and a week before expiry. Reminders will be sent to the email address we have on file. It is the registrants (clients) responsibility to make sure that contact details are kept up to date. SYS3 take no responsibility if a domain renewal fails due to incorrect contact details resulting in the inability to reach you.

All domains will be renewed 14 days in advance of the domain name expiring and will be invoiced in advance.

### Cancellation

If you do not wish to renew a domain, please contact SYS3 a minimum of 14 days before expiry by emailing us at [support@sys3.com](mailto:support@sys3.com) or calling us on 0345 313 1919.

### Expiry and Recovery

If you do not renew your domain before its expiry date, all services attached to the domain (website, email etc.) will be inaccessible and you will have a protected period of 30 days to renew the domain at the original fee.

After 30 days your domain will be suspended and will enter a 60 day grace period. During this grace period you may still renew your domain but with an additional recovery fee of £100.00 + VAT. Domain recovery must be requested no later than the 80<sup>th</sup> day after your domain originally expired. After 90 days your domain will be cancelled, deleted from the registrar and made available for resale to the general public

### SYS3 Guarantee

SYS3 will not guarantee the renewal of a domain name and will not be held liable for the expiry of any domain that the client has not explicitly requested (or responded to reminders) to be renewed.

### Abuse

If you believe a domain you own is being abused in any way please report it to SYS3 immediately. You can email [abuse@sys3.com](mailto:abuse@sys3.com) or alternatively call us on 0345 313 1919. We aim to resolve any issues within 5 business days.

### Complaints

Here at SYS3 we like to think we get it right all the time, every time but we can only improve on our services with valued feedback from our customers.

If you wish to make a complaint about the service you have received, please submit an email to us at [support@sys3.com](mailto:support@sys3.com) including as much detail about the issue. We will acknowledge your complaint within 1 Business Day and aim to resolve any issues within 5 business days

Terms and Conditions for Registrants can be found at: <https://www.nominet.uk/uk-domains/policies>