

## DOMAIN NAME TERMS & CONDITIONS

Please be aware if registering a domain name that your personal information (as defined by the Data Protection Act) will be passed on to the appropriate domain registry as part of the purchase, AND you are entering into a contract with the domain registry as well as us.

- By purchasing .uk domain names through our website, you are entering into a contract with [Nominet](#), and you are subject to [Nominet UK's terms and conditions](#) which you should familiarise yourself with (except .ac.uk and .gov.uk - see UKERNA below)
- If you are using a "TLD" (.com, .net, .org, .biz or .info) or other specific country domains excluding UK (.at, .be, .ca, .cc, .cn, .de, .dk, .es, .fr, .it, .mobi, .name, .nl, .tv or .us) you should refer to the [TuCows OpenSRS](#) rules, and be aware of the ICANN [Registrant Rights and Responsibilities](#) and the [ICANN UDRP \(dispute procedure\)](#). Please also note that some of these domains have requirements to submit information to us or others by Fax or Letter.
- For "Alternative" domains, please refer to the [CentralNic](#) rules.
- For ".ac.uk" and ".gov.uk" domains [UKERNA/JANET guidelines](#) apply.
- Should you be unhappy with the service we provide, don't hesitate to contact us by submitting a support ticket via the [Contact Form](#) or [Support](#) links. We aim to respond to or acknowledge all emails on the same business day, or if received after 4pm then on the next business day. In the unlikely event that you remain dis-satisfied you will be given the option to escalate a complaint to a director of the company for resolution; you will receive a response to your submission from the director within 3 business days.