

the terms and conditions page

Domain Registration and renewal Terms and conditions

Domains whose registrar is nominet.

We will always defer to nominet's terms and conditions and these will take precedence over our own.

If you're not happy with the initial outcome of your complaint and its regarding your .uk domain name, please feel free to escalate your issue to Nominet (the .uk registry) here: <http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

Nominet's domain name registration T&C's: <http://www.nominet.org.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>

All domains are renewed on an annual basis, I will send out invoices 30 days prior to your domain name expiring. I will send the invoice to the email address on the account, and it is the registrant's responsibility to make sure their contact details are up to date. If you do not wish to renew a domain please make sure you contact us a minimum of 14 days before your domain expires by emailing . Unless requests to the contrary are received, all domains are not renewed automatically.

If you request that you no longer wish to have your domain name renewed by us, it will be left to expire and all services we provide regarding that domain name will be suspended. Your domain name will then go into a 30 day protected period, after 30 days your domain will be suspended by Nominet and it will go into a 60 day grace period. If you change your mind and still wanted to retain your domain name, you still can and at the original renewal price. 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 by Nominet. E-velocity ltd will not guarantee the renewal of a domain name after this happens.

If you no longer wish to carry on with your contract with E-velocity ltd , please email us no less than 14 days before your services are due to be renewed. We will charge you for transferring a domain(s) away to another registrar's tag-see below for charges. The customer acknowledges that, termination of the agreement for any reason will result in E-velocity ltd ceasing to provide the applicable services, with the consequences that flow from such cessation, including (but not limited to), deletion of data .e.g. hosting account(s) and mail boxes.

Payment terms

Invoices will be raised and dated by e-velocity on the date of subscription. Unless otherwise specifically negotiated and agreed invoices will be payable by the customer 30 days from date of invoice. Payments which are not received when payable will be considered overdue and remain payable by the customer.

E-Velocity Ltd reserves the right to cease supplies of products and /or services to the customer at any time. On such cessation of supplies, E-Velocity Ltd reserves the right to withdraw any credit facility such that the whole of the customer's account becomes due for payment without prejudice to any other right to remedy of the seller forthwith become due and payable.

E-Velocity Ltd reserves the right to retrieve any outstanding amount via the required legal channels on an account that is past our 30 days standard terms.

Clients will not be entitled to loyalty discounts should payment not be received within 30 days

As of 10th March 2003 there will be a charge of £25+vat on any transfers of domain names to another registrar.

As of 19th May 2003 there will be a charge of £50+vat to transfer legal ownership.

Both of these charges must be paid before any transfers can be undertaken.

COMPLAINTS.

E-Velocity Ltd undertakes to deal with all complaints quickly, efficiently and confidentially and will strive to achieve an amicable solution efficiently and with the minimum of delay incurred to our client. Complaints about our service may be submitted in writing to the address below or by email to contact@e-velocity.co.uk.

Here at e-velocity ltd we like to think we get it right all the time, every time but the truth of it is everyone gets it wrong from time to time. We can only improve on our services with valid feedback from you, our customers.

If you wish to make a complaint about a service you have received, please submit an email to us at info@e-velocity.co.uk 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 5 business days. In case of domains covered by nominet we will comply with nominet's dispute resolution service- <http://www.nominet.org.uk/disputes>

Cancellation of accounts

Quarterly accounts must be cancelled prior to the account expiry date. Notice must be given in writing or by e-mail-contact@e-velocity.co.uk. Minimum subscription is two quarters. No refunds will be given for the current or previous quarterly accounts.

Accounts will not be backdated if not used for a period of time. The subscriber is not entitled to extra time on the system if the account has not been used.

Yearly accounts will not be refunded at any time. Contractual period for yearly accounts is 12 months.

Contractual period for domain name registrations is two years {hosting and registration}, refunds will not be given for domains transferred away from E-Velocity Ltd within this time period.

Cancellations made by telephone will not be accepted nor can they be guaranteed in any circumstances, confirmation is required in all instances via email {contact@e-velocity.co.uk} or in writing to the address below.

Account cancellation terms apply from the moment that payment is first made.

We understand and will exercise our statutory right to interest if we are not paid according to our credit terms.

E-Velocity Ltd Sussex Centre

61 park crescent road Brighton

Bn2 3hs