

SERVICE LEVEL AGREEMENT FOR DOMAIN NAMES

We strive to ensure our customers receive a high standard of service. We aim to resolve any queries or complaints regarding the products and services as quickly and efficiently as possible.

Contacting us

If you have any enquires about any aspect of our domain registration service, then we would like to hear from you. You should email any queries to support@conceptcoders.com. Your request will be acknowledged in via email straight away. Alternatively call our support line on 0121 638 0000. The support engineer who deals with your query will aim to resolve any outstanding issues within 48 hours.

Escalating your issue

If the IT support engineer is not able to assist please ask to speak to Chris Smith, the company Managing Director. In case he is not available, please provide your contact details to a member of staff or email chris.smith@conceptcoders.com and our management team will be in touch. Our aim is to respond to all escalated complaints within 24 hours.