

Expired Domains

In the event that a domain name is not renewed by its expiry date it shall cease to operate and shall be deemed to be expired.

A domain name shall expire if the customer fails to pay the domain renewal invoice on the due date, or if the customer has requested to set the domain to expire.

It is the customer's responsibility to notify Concept Coders Ltd of any changes to the email address stored on the customer account. Should the email be incorrect, the customer may not be able to receive renewal reminders.

Following the expiry date a domain may enter a grace and/or redemption period. Certain registries do not allow for grace and/or redemption periods as more fully set out here.

Domains from registries which do not allow for a grace and/or redemption period may be unrecoverable by the customer following the expiry date and in such circumstances we are entitled to terminate the agreement with the customer without liability and is under no duty to attempt to recover such domain(s).

Provided that the relevant registry for the domain(s) allows a grace period, the customer acknowledges that they have up to 21 days following expiry of the domain(s) ('the Grace Period') to contact us to retrieve and renew the domain name provided that the customer pays in full and in cleared funds for the renewal.

Should we not receive the renewal fee within the Grace Period we may at our discretion terminate the agreement and change ownership of the requested domain.

Provided that the relevant registry of the domain(s) allows for a redemption period, should we receive a request from the customer to renew the domain name(s) after the end of the Grace Period ('the Redemption Period'), the customer agrees to pay the applicable redemption fee(s) plus the renewal fee(s) for the domain(s). Both the length of the Redemption Period and the redemption fee varies depending on the registry involved and the applicable redemption fees are equal to 2 years renewal fee for the said domain.

We cannot guarantee that all attempted renewals, including attempts to renew expired domains, will be successful and it is the customer's responsibility to check the WHOIS database to ensure their domain name has been renewed.