

.UK Domain Name Registration Terms and Conditions for Chess ICT Ltd.

How to contact us

Chess ICT Ltd.
Bridgford House,
Heyes Lane,
Alderley Edge,
Cheshire
SK9 7JP
Tel: 08000214432
Email: domains@chessict.co.uk

Please contact us using one of the contact methods above about issues relating to domain names between **9am and 5:30pm Monday to Friday excluding Bank Holidays**. Outside of those times we recommend you email domains@chessict.co.uk. We aim to respond to your contact within **3 business** days and aim to resolve any issues you have within **5 business** days.

To register a domain name

Please send an email to domains@chessict.co.uk with details of the domain name you wish to register and full contact details. A member of our team will aim to contact you within **48 hours** with further instructions and with details of how to pay.

Reporting abuse and complaints

If you wish to raise a complaint about abuse you have received (for example phishing scams, spam emails etc.), please contact us at abuse@chessict.co.uk with as much detail about the abuse. We will investigate your complaint as soon as possible.

If you wish to make a complaint about a service you have received, please submit an email to us at customerservices@chessict.co.uk including as much detail from the issue you have. We will acknowledge your complaint within **5 business** days and aim to resolve any issues within **14 business** days.

If you're not happy with the initial outcome of your complaint, then you are able to escalate your issue to Nominet (the .UK registry) here <http://www.nominet.uk/resources/complaints>

Nominet's Terms and Conditions

When registering a domain name with us you agree also to Nominet's domain name registration Terms and Conditions: <http://www.nominet.org.uk/go/terms>

Domain name charges and other information

- Domain names registered with Nominet (the .UK registry) are **£25 per annum**.
- Registrations are made initially for a minimum of a **2-year term and maximum of 10 years**.
- You will need to make payment in advance by bank transfer (details provided when you submit a domain).
- If a domain name cannot be registered you will be fully refunded within **14 days**.
- We impose no termination charges.

Renewing domain names

All domains are renewed on an annual basis, we will send out reminder emails **30 days, 14 days** before expiry. We will send the emails to the email address on the account, it is the registrant's responsibility to make sure their contact details are up to date. **WE** take no responsibility if your domain renewal fails due to your contact details being incorrect.

If you do not wish to renew a domain, please make sure you contact us a minimum of **5 days** before your domain expires by emailing us at domains@chesstelecom.com.

All domains on auto renew will be renewed **14 days** in advance of the domain name expiring and will be billed **7 days** in advance.

Expiring domain names

If you do not renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after to renew the domain name at the original renewal fee.

After 30 days, your domain will be suspended and will go into a 60 day grace period which you can still renew your domain name but with an additional redemption fee of **£100 + VAT**. 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. **WE** will not guarantee the renewal of a domain name.

In renewing this domain(s) you are agreeing to the registrars and the registries terms and conditions. To view our T&C's please click [here](#).