



## Domain Name Terms & Conditions

**Wanstor acts as a registrar and is therefore able to register and maintain domains on your behalf.**

In line with Nominet guidelines, Wanstor must provide you with the following domain name information.

Our registrar tag is WANSTOR.

### **Customer Service Level Agreement**

You can contact us at any time, by phone on 0207 592 7860 or by email at [info@wanstor.com](mailto:info@wanstor.com). We will respond to all points of contact within one business day and aim to resolve any issues that you have within five business days. Wanstor operate 24x7x365.

### **Domain Name Registration**

Wanstor's standard domain registration process is as follows:

- + We will investigate the availability of the domain(s) to understand if it is possible to register
- + If available, we will inform you of costs and the annual renewal period
- + Once accepted, we will purchase and register the domain on your behalf. You have the option to reject or respond when we notify you of the domain registration details, price and future domain renewals options
- + If agreed and registered, we will confirm in writing and advise of the renewal and cancellation process
- + Customers registering UK domains with Wanstor are made aware of the Nominet Terms and Conditions

### **Domain Name Renewal**

All domains managed by Wanstor are automatic renewed. This means that unless otherwise instructed by you, all of the domains that we manage on your behalf will automatically renew at the end of their registration period. .co.uk domain names are renewed every 2 years, with other domains including .com and .net being renewed annually.

### **Domain Name Cancellation**

If you no longer require a domain that is currently managed by Wanstor, we require a 90 day notice period, prior to the renewal date. If we do not receive instruction within this time period, we cannot guarantee that we will be able to stop the domain from renewing over the next registration period. Failure to provide the required notice for cancelling a domain name could result in you being billed for the next renewal period.

### **Domain Name Transfer**

If you would like to transfer your domains away from our service, you can do so at any time.



### **Reporting Abuse**

Should you suffer any abuse including but not limited to spam emails and phishing scams then please contact us by phone on 0207 592 7860. We will review your issue as soon as possible and aim to resolve it within five business days.

### **Complaints and Appeal Procedures**

Wanstor endeavours at all times to deliver a professional, courteous service. While we work hard to provide a high quality service, we are aware that sometimes you may feel you have not received a level of service which you expected.

If this is the case please contact us by email via [feedback@wanstor.com](mailto:feedback@wanstor.com) or write to us at 124-126 Borough High Street, London, SE1 1LB.

Your complaint will be logged and then tracked by a senior member of staff through to resolution.

If you are not satisfied with the response to your complaint and wish to escalate it further, please contact Nominet directly in order to do so.