



.UK Domain Name Registration Terms and Conditions for Sheraton Systems Ltd

HOW TO CONTACT US

Domain Registrations
Sheraton Systems Ltd
150 Minorities
London
EC3N 1LS

Tel: +44 (0)20 7977 8255

Email: dnsreg@sheraton.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 dnsreg@sheraton.co.uk. We aim to respond to your contact within 2 business days and aim to resolve any issues you have within 5 business days.

TO REGISTER A DOMAIN NAME

Please send an email to dnsreg@sheraton.co.uk with details of the domain name you wish to register and full contact details. A member of our team will aim to make contact with you within 24 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 dnsreg@sheraton.co.uk with as much detail about the abuse. Alternatively you can telephone on 02079778255 between 9am and 5.30pm Monday to Friday excluding bank holidays. 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 dnsreg@sheraton.co.uk including as much detail from the issue you have. We will



acknowledge your complaint within 2 business days and aim to resolve any issues within 5 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

<https://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: <https://nominet.uk/go/terms>

DOMAIN NAME CHARGES AND OTHER INFORMATION

- Domain names registered with Nominet (the .UK registry) are £100 + VAT per annum.
- Registrations are made initially for a minimum of a 2 year term.
- 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** imposes no termination charges.

RENEWING DOMAIN NAMES

All domains are renewed on an annual or biennial basis, we will contact you one month 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 14 days before your domain expires by emailing us at dnsreg@sheraton.co.uk.

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. Please see T&C's below:

Domain Names

- For domain enquiries, abuse notification (i.e. phishing scams, spam emails etc) and complaints, please contact our support team on 0207 977 8255, outside these hours please email dnsreg@sheraton.co.uk
- All complaints will be investigated immediately, we will aim to reply to all other queries within 2 business days and aim to resolve any issues within 5 working days.
- At **Sheraton Systems 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 dnsreg@sheraton.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.
- If you're not happy with the initial outcome of your complaint, then please feel free to escalate your .UK issue to Nominet (the .uk registry) here: <https://nominet.uk/resources/complaints>
- **Sheraton Systems Ltd** charge £100 per domain name which covers a 1 year period. We do not charge for cancellations, changes of registration or transfers.
- To place an order, please email dnsreg@sheraton.co.uk
- Renewals, we will email the contact of the account 1 month before your domain name is due to expire to ensure you have optimum time to evaluate if you would like to keep the domain name. Should you wish to keep the domain name, you simply need to reply to one of the automated emails confirming you are happy to renew.
- You, the client are responsible for ensuring we have the correct contact details for your domain name and **Sheraton Systems Ltd** take no responsibility if your domain name renewal fails due to your contact details being incorrect.
- We will assume that a lack of response to renewal reminders is confirmation that you no longer need or require the domain name and 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. **Sheraton Systems Ltd** will not guarantee the renewal of a domain name.
- By purchasing or renewing a domain via **Sheraton Systems Ltd**, you are accepting our terms and conditions.