



**CHAMBER INTERNET**

**CHAMBER** of  
**COMMERCE**  
East Lancashire

## **Terms & Conditions for Registration & Renewal for all .uk Domain Names**

### ***Price for registration/renewal of Domain Names***

Domain names registered for a period of two years will be charged at £20 + VAT. Prices to register domain names for a longer or shorter period will be quoted in writing prior to purchasing on your behalf.

### ***Registration / Renewal of Domain Names***

Domain names are normally registered for a period of two years and after this time you will be contacted by email to inform you of the date that your domain is due to expire, the cost of renewal and a link to our terms and conditions together with the terms & conditions from Nominet. You will be required to confirm by email that you wish us to renew and accept the terms & conditions.

Your renewal fee must be received within thirty days of invoice which will be sent out in the month prior to renewal. If payment is not received before the renewal date, Chamber Internet will not be held responsible for the loss of a domain name.

### ***Cancellation of Registration***

It is the Client's responsibility to notify Chamber Internet in writing (including email) before the expiry date if you no longer require your domain name. **If written notification of this cancellation is not received and Chamber Internet has renewed your registration, then payment for the registration in question will be payable immediately.**

### ***Transfer of Domain Name***

It is the Client's responsibility to give Chamber Internet seven (7) days notice in writing (including email) if the Client wishes to transfer a domain name to an alternative registrar. We do not make a charge for domain transfer.

### ***Complaints Procedure***

If you have a complaint about the service that has been provided you should email Shafiq Khan, Internet Services Manager – [s.khan@chamberinternet.co.uk](mailto:s.khan@chamberinternet.co.uk) who will investigate your complaint and respond accordingly. You have the right to appeal the reply when it will be considered by the Chief Executive. This does not affect your statutory rights.

### ***Handling Enquiries***

We will handle all enquiries as promptly as possible. In all cases we will acknowledge receipt of contact (including complaints) within no more than 5 working days of receipt. We will provide an efficient, courteous service and endeavour to resolve all issues as quickly and effectively as possible.

### ***Restriction of Use***

The Client shall not use any domain name registered by Chamber Internet to communicate, reproduce, transmit, store or knowingly receive any material that is offensive, abusive, indecent, defamatory, obscene, menacing or in breach of confidence or which infringes the Intellectual Property Rights of any third party.

### ***Your Agreement***

The Client acknowledges that the registration and use of domain names is subject to these Terms and Conditions and agrees to be bound by them.

For .uk domain names, the Client also agrees to be bound by the [Terms & Conditions of the UK registration agency Nominet.](#)