

Domain Registration Terms and Conditions

By registering a domain through Manchester Business Resources, you agree to these terms and conditions.

1.About Us

1. Manchester Business Resources is the trading name of T. Stockton, a sole trader.
2. We can be contacted on 0161 427 2883, by email using the address info@manchesterbusiness.co.uk , or by post at Manchester Business Resources , 56 Moor end Road, Stockport SK6 5PS

2.Domain Registration

1.In exchange for payment of the domain registration fee as published on our website, subject to our data quality policy, we will register you chosen domain name if available with the appropriate registry, for the requested period (1 year minimum, 2 year minimum in the case of all .uk names).

3.Domain Expiration and renewal

1.We will notify you 30 days and again 7 days prior to the registration expiry.

2.You may contact us at any time to cancel a domain registration, to allow the registration to expire.

3.Upon notification of pending expiry of the domain registration, we will request payment of the registration renewal fee, and upon payment of the fees, the contract and domain registration will be renewed.

4.Failure to pay the fees will result in the domain registration being allowed to expire.

5.Domains which are not renewed, or which are cancelled will cease to function after the expiry date, and any website or email functionality will stop working.

6.If a domain is allowed to expire, we will notify you again if once it has expired.

7.For .uk domains, an expired registration will be deleted from the registry approximately 90 days after it has expired.

8.It may still be possible to renew your domain once it has expired, please contact us if this is the case.

4.Transferral of Domain Registration

1.You may terminate your contract with Manchester Business Resources at any time, providing all charges have been paid up to date.

2.If you wish to transfer your domain to another registrar, this is generally free of charge to customers who have used our services for a minimum of 2 years, please contact us to arrange this.

3.You may also contact us to request the registration to be transferred to another person or company; there may be a small charge for this, equivalent to 1 years' registration fee.

4.If you have cancelled your domain registration, or allowed it to expire, you agree that Manchester Business Resources may transfer the registration of an expired domain (after expiry of a grace period) to another party without notification.

5.Third Party Terms and Conditions

1.By registering or renewing a .uk domain, in addition to Manchester Business Resource's terms and conditions,you are also agreeing to the Nominet terms and conditions of Domain Name Registration, available on their website at <http://www.nominet.org.uk/nominet-terms>

6.Contact information

1.We will attempt to contact you using the information you provided at the time your domain was registered, in the event of a communication channel failing, we will try the next method on the list, in the following order:

- i.Email (we will attempt to confirm successful delivery)
- ii.Telephone (and / or mobile if available)
- iii.Post
- iv.Post to your registered office (Ltd Companies only)

2.If all contact methods attempts have failed, we may temporarily redirect the website for your domain to a holding page, requesting you contact us.

3.To avoid any disruption to your service, it is essential that you inform us of any changes to your contact information.

7.Data Quality Policy

- 1.If you are a sole trader, or a private customer, to ensure we have accurate contact information for you, we request that you submit a copy of a recent utility bill with your name and address.
- 2.We will retain an electronic copy of this on a secure server for audit purposes.
- 3.If we are notified that your contact information is incorrect or incomplete, we will try to contact you to have this information updated. In the event we are unable to contact you, we will suspend your domain within 30 days.

8.Complaints & Escalation Policy

- 1.Should you have a complaint, please contact us using one of the methods listed above in the first paragraph , about us.
- 2.We will acknowledge your complaint within 1 business day, and aim to resolve this within 3 business days.
- 3.If we are unable to resolve your complaint satisfactorily, and your complaint is related to a .uk domain, we will offer to transfer your domain to a registrar of your choice free of charge, or you can contact Nominet directly.