



## **.UK Domain Name Registration Terms and Conditions for SIPS Education Ltd**

### **How to contact us**

SIPS Education Ltd  
Guardian House, Cronehills Linkway, West Bromwich  
B70 8SW

Tel: 0121 296 3000

Email: [enquiries@sips.co.uk](mailto:enquiries@sips.co.uk)

Please contact us using one of the contact methods above about issues relating to domain names between 08:30am and 16:30pm Monday to Friday excluding bank holidays. Outside of those times we recommend you email [servicedesk@sipseducation.co.uk](mailto:servicedesk@sipseducation.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 [servicedesk@sips.co.uk](mailto:servicedesk@sips.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 4 working 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 [servicedesk@sips.co.uk](mailto:servicedesk@sips.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 [servicedesk@sips.co.uk](mailto:servicedesk@sips.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

<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.uk/go/terms>

### **Domain name charges and other information**

- Domain names registered with Nominet (the .UK registry) are £50 per bi- 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 30 days.
- We impose no termination charges.

### **Renewing domain names**

All domains are renewed on a bi-annual basis, we will send out reminder emails 90 days, 60 days, 30 days and 1 day 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. SIPS Education Ltd takes 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 30 days before your domain expires by emailing us at [servicedesk@sips.co.uk](mailto:servicedesk@sips.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 £50 + 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. SIPS Education Ltd 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.