

### Contact:

Please contact Griffin Computer Services (GCS) using the contact methods below, outside of office hours please email us at [domains@griffincomputing.co.uk](mailto:domains@griffincomputing.co.uk). We will try to respond to all points of contact within 1 business day and aim to resolve any issues you have within 5 business days.

### Abuse:

Abuse complaints: [domains@griffincomputing.co.uk](mailto:domains@griffincomputing.co.uk)

### Complaints:

Here at GCS 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 [domains@griffincomputing.co.uk](mailto:domains@griffincomputing.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 and it's regarding your .uk domain name, please feel free to escalate your issue to Nominet (the .uk registry) here:

<https://www.nominet.uk/complaints/>

Key Terms of the Contract • T&C's for registrants including Nominet's domain name registration T&C's:

[www.nominet.uk/go/terms](http://www.nominet.uk/go/terms)

### Renewal & expiry:

All domains are renewed on a bi-annual basis, I will send out invoices 75 days prior to your domain name expiring. I will send the invoice to the email address on the account, and it is the registrants responsibility to make sure their contact details are up to date. If you do not wish to renew a domain please make sure you contact us a minimum of 65 days before your domain expires by emailing [domains@griffincomputing.co.uk](mailto:domains@griffincomputing.co.uk). Unless requests to the contrary are received, all domains are renewed automatically approximately 60 days before the domain name expires.

If you request that you no longer wish to have your domain name renewed by us, it will be left to expire and all services I provide regarding that domain name will be suspended. Your domain name will then go into a 30 day protected period, after 30 days your domain will be suspended by Nominet and it will go into a 60 day grace period. If you change your mind and still wanted to retain your domain name, you still can and at the original renewal price. 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 by Nominet. GCS will not guarantee the renewal of a domain name after this happens.

**Transfers out:**

If you no longer wish to carry on with your contract with GCS, please email us no less than 30 days before your services are due to be renewed. GCS will not charge you for transferring a domain(s) away to another registrar's tag. The customer acknowledges that, termination of the agreement for any reason will result in GCS ceasing to provide the applicable services, with the consequences that flow from such cessation, including (but not limited to), deletion of data .e.g. hosting account(s) and mail boxes.

**Post:**

123 Santa Gertrudis Drive Lower Chittering Perth WA 6084