



TERMS AND CONDITIONS OF DOMAIN NAME REGISTRATION

1. UK Domain Registrations

1.1 By instructing Vine Code Limited to register or renew a domain name on your behalf ending in .uk (with some very limited exceptions), you agree to enter into a contract of registration with Nominet UK. The contract includes conditions limiting liability and relating to the use of your personal information. This contract is just for the domain name and separate to any arrangement you may have with Vine Code Limited for providing other internet services.

1.2 Nominet Domain Name Registration Terms & Conditions
<https://www.nominet.uk/resources/policy/policies-rules/>

1.3 The prices for uk domain registrations are available on request.

2. UK Domain Renewals

2.1 We will remind you that your domain name is expiring at least 30 days before the date of expiry.

2.2 Unless you have told us not to renew the domain, we will issue a renewal invoice 30 days before the date of expiry.

2.3 Once the renewal invoice has been paid we shall renew the domain for a period of 12 months, unless by prior agreement you require the domain renewed for a longer period.

2.4 The prices for uk domain renewals are available on request.

3. UK Expired Domains

3.1 Vine Code Limited observe the Nominet process on expired domains as follows:

3.2 If a renewal request is not received within 30 days of expiry the domain name will be suspended. Seven days before suspension you will be sent a suspension warning. When the domain name is suspended you will receive a suspension notice.

3.3 Throughout this period it is still possible to renew your domain name. When a domain name is suspended all services that use the domain name will stop working. This means that your web site at that domain name will not work and any email using the domain name will not be delivered.

3.4 After a 60 day suspension period the domain name will be put into a cancellation schedule. Cancellation occurs randomly at some point after entering the schedule. Once cancelled, the domain name will then be immediately available for re-registration by someone else.

3.5 At any point during the suspension, your registrar can renew the domain name for you and the suspension will be lifted.

3.6 One final reminder will be sent to you 83 days after the expiry date: this will be seven days before the domain name is scheduled for cancellation.

3.7 Vine Code will hold an expired domain until the Nominet cancellation comes into effect and the domain is then available for other people to register.

4. UK Domain Transfers Out

4.1 Vine Code Limited charges an administration fee for domain transfers out. The current charge for domain transfers out is available on request.

4.2 To transfer a .uk domain name away from Vine Code, you will need the IPS tag of the provider that you are transferring to.

4.3 It normally takes approximately 12/24 hours for this to update. However some providers have a "handshake" system where they will need to approve the transfer in and therefore the IPS tag may not update automatically. Please check with your new provider if they have this process in place so that they can approve the transfer once we have changed the TAG.

5. UK Domain Abuse & Dispute Resolution

5.1 In the first instance if you wish to contact Vine Code Limited with regards to a potential case of domain abuse please email domain.abuse@vinecode.uk.

5.2 For UK domains registered via Nominet, we will follow the Nominet Domain Dispute Resolution Policy <https://www.nominet.uk/resources/policy/policies-rules/>

6. Customer Query Response Times

6.1 If you are a customer with a Service Level Agreement, your response times are outlined in your contract. For customers without an SLA we aim to respond to queries within 7 working days or less. Customers can email us at hello@vinecode.uk, telephone on 0113 819 8122 or log queries via the customer portal (<http://help.vinecode.uk>)

7. Complaints

7.1 If you are unsatisfied with the service you have received from Vine Code with regards domain names, and you have not been able to reach a resolution via our online customer portal, you can make a formal complaint by email to complaints@vinecode.uk or by writing to us at the following address, including your account information, and detailing the outstanding complaint.

Complaints
Vine Code Limited
80 West View
Barlby Road
Selby
YO8 5BD

7.2 We will acknowledge your complaint within 7 working days, an investigation will be carried out into the issues raised and a full response will be provided within 30 working days. Where the issue is particularly complex it may take longer to respond. If this is likely, we will provide information on the action which will be taken and advise when you can expect a full response.

8. General

8.1 From time to time Vine Code Limited may update it's domain name terms & conditions, either as existing domain providers update their terms and conditions or if Vine Code Limited register domain names with alternative providers. Changes will be communicated to you via email, the Vine Code customer portal or via an update to this document.

9. Non UK Domains

9.1 Vine Code Limited may register domains via alternative services on behalf of customers, including the services below. Links through to their terms and conditions are provided for information.

OpenSRS

<https://opensrs.com/contract/>

Amazon AWS Route 53

<https://aws.amazon.com/service-terms/>

123-Reg

<https://www.123-reg.co.uk/terms/>

GoDaddy

<https://uk.godaddy.com/legal/agreements/universal-terms-of-service-agreement>

EuroDNS

<https://www.euodns.com/terms-and-conditions>

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