



.UK Domain Name Registration Terms and Conditions

How to contact us

Linten Technologies Ltd
30-32 Thomas Street
Manchester
M4 1ER

Tel: 0161 503 5050
Email: support@linten.co.uk

Please contact us using one of the contact methods above about issues relating to domain names weekdays between 09:00 and 17:30 excluding bank holidays.

Outside of those times we recommend you email support@linten.co.uk. We aim to respond to your contact within 1 business day and aim to resolve any issues you have within 5 business days.

To register a domain name

Visit <http://my.linten.co.uk> to use our fully automated service or send an email to sales@linten.co.uk with details of the domain name you wish to register and full contact details. A member of our team will aim to contact you within 24 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 abuse@linten.co.uk with as much detail about the abuse. We will acknowledge your complaint within 5 business days.

If you wish to make a complaint about a service you have received, please submit an email to us at cs@linten.co.uk including as much detail about the issue you have.

We will acknowledge your complaint within 3 business days and aim to resolve any issues within 14 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/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: <https://www.nominet.uk/go/terms>

Domain name charges and other information

- To view our current charges for domain names registered with Nominet (the .UK registry) please visit <http://my.linten.co.uk>
- Registrations are made initially for a minimum of a 1 year term.
- You will need to make payment at the time of order by Credit / Debit card.
- If a domain name cannot be registered, you will not be charged.
- **We** impose no termination charges.

Renewing domain names

All domains are renewed on an annual basis, we will send out reminder emails 30 days, 15 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.

WE take no responsibility if your domain renewal fails due to your contact details being incorrect. You can check and amend your contact details anytime at <http://my.linten.co.uk>

If you do not wish to renew a domain, login to <https://my.linten.co.uk> and disable auto renewal for the domain in question.

All domains will be auto renewed 5 days in advance of the domain name expiring and will be charged at the time of renewal.

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 £100 + 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 any third-party registrar. **WE** will not guarantee the renewal of a domain name.