

# TERMS OF SERVICE - DOMANENNAME

Terms and Conditions of Service

Version: 1.0 Effective Date: 18th May 2026 Company: CRISALEO LIMITED  
Operating Domains: domanenname.com | domanenname.it | domanenname.eu  
| domanenname.us | domanenname.de

Governing Law: The laws of England and Wales \ (English Law\)

Jurisdiction: Courts of England and Wales

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## 1. COMPANY INFORMATION

CRISALEO LIMITED \ ("the Company", "we", "our", "Domanenname"\) is a registered company under English law, operating as an intermediary for domain name registration, renewal, and transfer services.

Registered Office: 7 Bell Yard, London, England, WC2A 2JR Company Number: 12496162

Operating Websites:

- domanenname.com \ (main international site\)
- domanenname.de \ (Germany domain\)
- domanenname.it \ (Italy domain\)
- domanenname.eu \ (Europe domain\)
- domanenname.ru \ (Russia domain\)

Principal Registry Partners:

- OpenProvider \ (Netherlands\)
- eNom \ (USA\)
- Ascio Technologies \ (Denmark\)
- Twcoms Domains \ (USA\)

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## 2. DEFINITIONS

- Customer/User: Any natural person or legal entity using Domanenname services
- Domain Name: A domain name registered with ICANN-accredited registries
- Registrar: ICANN-accredited company managing domain registration
- Registry: The organisation managing a top-level domain \ (e.g.,) Tj ET BT /Fl
- Registrant: The registered owner of the domain name with the registry

- WHOIS Privacy: Optional service masking personal data in the public WHOIS database
- Registration Period: Duration of domain registration \((\) typically) Tj ET BT /F
- Grace Period: 30 days after expiration during which renewal is possible without additional penalty
- Redemption Period: 30-day period after grace period during which domain can be recovered with penalty

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### **3. SERVICE DESCRIPTION**

#### **3.1 What is Domanenname?**

Domanenname is a domain name registration service operated by CRISALEO LIMITED. We provide:

- Domain name registration at ICANN-accredited registries
- Domain name renewal and transfer services
- Domain management control panel
- Technical DNS management
- Optional WHOIS privacy protection
- Customer support for domain-related issues

We do NOT provide:

- Web hosting
- Email services
- Website builders
- SSL certificates \((\) unless separately purchased\)
- Other add-on services

#### **3.2 Registration Service**

We facilitate the registration of new domain names at ICANN-accredited registries.

Included:

- Real-time domain availability checking
- Registration with appropriate registry
- Entry in the public WHOIS database
- Access to management control panel
- Domain ownership email confirmation

#### **3.3 Renewal Service**

Customers may renew expired domains through our service.

Options:

- Manual renewal via control panel
- Automatic renewal \(\opt-in\) before expiration
- Renewal during grace period \(\within 30 days of expiration\)
- Renewal during redemption period \(\within 60 days, with additional) Tj ET BT

### **3.4 Transfer Service**

We support domain transfers from other registrars to Domanenname.

Process:

1. Verification of authorisation with previous registrar
2. Request authorisation code \(\EPP code\)
3. Transfer initiation with new registrar
4. Confirmation and activation with Domanenname

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## **4. PRICING AND BILLING**

### **4.1 Price List**

Prices are published on our websites and may vary by:

- Top-level domain type \(\.com, .it, .eu, .us, .de, etc.\)
- Registration period length \(\1-10 years\)
- Optional services \(\WHOIS Privacy, contact protection\)
- Promotional offers

### **4.2 Payment Methods**

We accept:

- Credit and debit cards \(\Visa, Mastercard, American Express\)
- Bank transfer
- Digital wallets \(\PayPal, Stripe\)
- Cryptocurrencies \(\if enabled\)

### **4.3 Invoicing**

- Invoice issued at time of registration/renewal
- Digital invoices available in control panel
- Digital retention for 10 years per UK law

### **4.4 Recurring Charges**

Automatic renewal services will result in recurring charges to the payment method on the anniversary of registration.

#### **4.5 Price Changes**

Domanenname may change prices with 30 days' notice via email. Continued use of the service constitutes acceptance of new pricing.

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### **5. REFUND POLICY**

#### **5.1 Domain Names - Non-Refundable**

Domain names are NON-REFUNDABLE after successful registration, as they are considered customised products under ICANN policy and Consumer Rights Act 2015 exceptions. However, exceptions exist:

##### **5.1.1 Domanenname Technical Error**

If registration fails due to a technical error in our systems \(\documented in system logs\):

- Refund of full amount within 30 days of request

##### **5.1.2 Domain Already Registered**

If domain shows already registered at confirmation \(\despite showing) Tj ET BT

- Refund of full amount within 5 working days

##### **5.1.3 Service Permanently Compromised**

If our registration service is permanently compromised for technical reasons outside our control:

- Refund of amount paid to Domanenname, less registry fees

#### **5.2 Additional Services**

WHOIS Privacy and Contact Protection:

- Refundable only if not activated
- Non-refundable once service is active

#### **5.3 Refunds NOT Granted For:**

- Correctly registered domains that Customer no longer wants
- Expired domains not renewed
- Domains transferred to another registrar
- Services already provided \(\WHOIS Privacy active, support given\)
- Registry fees \(\not controlled by Domanenname\)

- Customer typographical errors in domain selection
- Orders placed correctly but unwanted after 7 days

#### **5.4 Refund Procedure**

1. Customer contacts support with order number and reason
2. Verification within 5 working days
3. If approved, refund within 10-15 days to original payment method
4. For bank transfers, timing varies \ (3-5 days) \

#### **5.5 Time Limit**

No refund requests will be processed more than 90 days after transaction date. Domanenname retains the right to verify identity and legitimacy of any refund request.

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### **6. TERMS OF USE AND SERVICE CONDITIONS**

#### **6.1 Registration Requirements**

By registering a domain with Domanenname, Customer confirms:

- You are at least 18 years old
- You have authority to use the information provided
- All information provided is accurate and complete
- You will not use the domain for illegal purposes

#### **6.2 Acceptable Use**

Domains registered must be used in compliance with:

- Laws of England and Wales and applicable local laws
- ICANN policy and regulations
- Anti-spam regulations
- Anti-malware and anti-phishing requirements
- Anti-money laundering regulations

#### **6.3 Prohibited Uses**

Domanenname reserves the right to suspend or cancel any domain used for:

- Illegal activities
- Phishing, malware distribution, or spam
- Copyright or trademark violation
- Fraud, extortion, or blackmail
- Exploitation of minors

- Money laundering or financial crimes

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## **7. WHOIS PRIVACY PROTECTION**

### **7.1 WHOIS Database**

By default, registrant data is published in the public WHOIS database, including:

- Full name
- Postal address
- Email address
- Telephone number
- Registration date
- Expiration date

### **7.2 WHOIS Privacy Service \ (Optional\)**

Domanenname offers optional WHOIS Privacy Protection that:

- Masks personal data in the public WHOIS
- Provides anonymous contact information
- Retains actual data for legal compliance
- Costs additional annual fee

Limitations:

- Not available for all TLDs \ (e.g., .de, some registry-specific) Tj ET BT /Fl 1
- Legal authorities and ICANN can access real data
- Not guaranteed during domain transfers

### **7.3 Data Disclosure**

Regardless of WHOIS Privacy status, Domanenname and our registrar partners have access to full registrant data for:

- Service delivery and technical management
- Legal compliance
- Law enforcement requests
- ICANN audits

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## **8. DOMAIN OWNERSHIP AND RIGHTS**

### **8.1 Ownership**

The customer named as registrant is the legal owner of the domain name for the duration of the registration period.

## **8.2 Our Limited Role**

Domanenname is an intermediary service provider. We:

- Facilitate registration through our registrar partners
- Provide management tools
- Do NOT own customer's domains
- Do NOT guarantee domain availability or trademarking

## **8.3 Intellectual Property**

Customers are responsible for ensuring their domain use does not infringe third-party intellectual property rights.

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## **9. LIABILITY AND DISCLAIMERS**

### **9.1 Domanenname's Responsibility**

Domanenname is responsible for:

- Accurate processing of registration/renewal with registrars
- Maintenance of management control panel
- Technical support for configuration issues
- Data protection in accordance with GDPR
- Control panel availability \((99.5% uptime target)\)

### **9.2 Domanenname's Limitations**

Domanenname is NOT responsible for:

- Customer's choice of domain name or registration period
- Loss due to expired domains \((Customer's responsibility)\)
- Registry or registrar downtime
- Illegal use of domains
- DNS propagation delays \((up to 72 hours normal)\)
- Account compromise due to weak passwords
- Decisions by ICANN or registries to cancel/suspend domains
- Malware, virus, or hacking damage
- Loss of business or revenue

### **9.3 Limitation of Liability**

Domanenname's total liability shall be limited to the amount paid in the preceding 12 months, excluding:

- Indirect damages
- Consequential damages
- Punitive damages
- Loss of profit or business

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## **10. EXPIRATION AND RENEWAL**

### **10.1 Expiration Date**

Each domain has an expiration date visible in your control panel and confirmed in registration documents.

### **10.2 Renewal Periods \ (ICANN Standard\ )**

- Normal Period: 45 days before expiration through expiration date
- Grace Period: Up to 30 days after expiration \ (no additional) Tj ET BT /F1 11
- Redemption Period: Up to 60 days after expiration \ (with recovery) Tj ET BT /I
- Cancellation: After 60 days, domain is released for public registration

### **10.3 Automatic Renewal**

Customers may enable automatic renewal through the control panel. Charges will be applied 5 days before expiration.

### **10.4 Non-Renewal Consequences**

If a domain is not renewed within the redemption period:

1. Domain is released to public registration
2. Removed from customer's account
3. Not recoverable by Domanenname
4. Anyone may register it

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## **11. CHANGES TO TERMS**

Domanenname may modify these Terms with 30 days' notice via:

- Email to registered customer
- Notice on websites
- Notification in control panel

Continued use of the service after notice constitutes acceptance. Customers may terminate service within 30 days if they do not accept changes.

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## **12. TERMINATION AND SUSPENSION**

### **12.1 Customer Termination**

Customers may terminate service by:

1. Requesting domain cancellation in writing
2. Transferring domain to another registrar
3. Not renewing domain at expiration

### **12.2 Domanenname Suspension/Termination**

Domanenname may suspend or terminate service if:

- Payment is not received when due
- Customer violates these Terms
- Domain is used for illegal purposes
- Customer violates ICANN policy

Notice: We will provide 10 days' notice unless situation is urgent.

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## **13. COMPLAINTS AND DISPUTE RESOLUTION**

### **13.1 Complaints Procedure**

To submit a complaint:

- Email: support@domanenname.com
- Response within 5 working days
- Escalation to management if unresolved

### **13.2 Dispute Resolution**

If a dispute cannot be resolved through customer service:

1. We will attempt to negotiate in good faith
2. If unresolved, either party may seek legal action in courts of England and Wales
3. Alternative: refer to ICANN Dispute Resolution if domain-related

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## **14. GOVERNING LAW AND JURISDICTION**

These Terms are governed by the laws of England and Wales, without regard to conflicts of law principles.

Jurisdiction: The courts of England and Wales shall have exclusive jurisdiction.

Applicable Statutes:

- Consumer Rights Act 2015
- Sale of Goods Act 1979
- Unfair Contract Terms Act 1977
- Data Protection Act 2018
- UK General Data Protection Regulation

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## **15. CONTACT INFORMATION**

Support:

- Email: [support@domanenname.com](mailto:support@domanenname.com)
- Web: <https://domanenname.com/support>
- Hours: 9 AM - 6 PM CET, Monday to Friday

Legal/Compliance:

- Email: [legal@domanenname.com](mailto:legal@domanenname.com)

Data Protection:

- Email: [privacy@domanenname.com](mailto:privacy@domanenname.com)

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Approved by: CRISALEO LIMITED Legal & Compliance Team