Interadvertising
Domain name Terms & Conditions

- **What do you charge for the domain-name related services you provide?**
  Interadvertising (Adaptive Web Ltd.) charge an hourly rate of £80.00 per hour for domain name related services, this can vary depending on contractual arrangements.

- **How do you deal with expired and expiring domain name registrations?**
  Adaptive Web Ltd. send out a reminder of when your domain name registration is due for renewal. We aim to do this one calendar month, then 2 weeks prior to expiry date.

- **What is your cancellation policy and how can your Customer renew a domain name?**
  Cancellation of a policy can be done at any time but the domain will be active until expired.

- **What is the basis on which your customer will be charged for maintaining their registration of a domain name?**
  Customers will be charged an admin fee at our hourly rate of £80.00 per hour for any maintenance needed to their domain name.

- **What charges, if any, do you make where your customer is transferring their domain names to a new registrar, or is otherwise terminating their contract with you?**
  Adaptive Web Ltd. will charge an admin fee at our hourly rate if we are instructed to make any changes. If the client is transferring away, no charge is billed as the upfront yearly cost for a domain will be already paid.

- **How long does it take for you to respond to customer contacts?**
  Based on a working week, Adaptive Web Ltd. will typically respond within 24 hours.

- **Do you have an email address to allow reporting of abuse?**
  The email address to allow reporting of abuse is support@adaptive.co.uk

- **How can a customer make a complaint to you, including an escalation process if they are unsatisfied with the initial solution?**
  Customers can escalate a problem by talking to us either via email, phone or their support ticket system. Escalation is managed by discussion. Responses will be within 5 days.

When you register a .uk domain with us you also enter into a contract with Nominet, the central registry for .uk domains. The terms of this contact can be found here:

http://www.nominet.uk/go/terms