

Orpheus Domain contract terms.

Our domain charges are shown on our website on the hosting page and also the summary of domain pricing page the URLs are below.

<http://www.orpheusinternet.co.uk/hosting/>

<http://www.orpheusinternet.co.uk/hosting/summary.html>

There are no extra charges these prices cover all the hosting and renewal costs for the periods shown.

We will e-mail the contact address one month before renewal is to take place asking for permission to do the renewal on their behalf. The e-mail will ask for a reply by return but we will accept an e-mail up to and past the renewal date as customers may have circumstances which preclude a prompt reply.

No cessation of any service will happen until we have attempted to contact the customer by e-mail, phone and normal mail services. Lapsing a domain only happens if we do not receive a renewal request after attempting by all means at our disposal to get in contact with the customer.

If a customer wishes to transfer away a domain with the attached services we will always make every attempt to assist in whatever way possible. The only occasion we would put a hold on doing this is if there are unpaid invoices on the account. We would not add extra charges if the account was settled promptly and the customer communicated with us.

Any administration charges are based on our current hourly rate of £48 inc vat. No charges would ever be made without first advising the customer and preferably avoiding such charges. However we do reserve the right to make these charges if deemed necessary and after exhausting all other means first.