

# GENERAL TERMS AND CONDITIONS

These General Terms and Conditions form an agreement ("Agreement") between:

C-Soft Oy, a Finnish private limited company, with Finnish business registration number 0678742-2, headquartered at Kylänpuolentie 197, FI-90460, Finland (hereinafter referred to as "**us/our**" or "**NordName**")

and

any individual or legal entity wishing to purchase and use services from NordName (hereinafter referred to as "**you**" or "**Client**").

NordName and the Client may be referred to together as "**the Parties**".

Last updated 5th of February 2026.

Applies immediately to new customers and from 17th of March 2026 to existing customers.

## 1. Scope and duration of Agreement

- 1.1. This Agreement sets forth the General Terms and Conditions for the provisioning and use of the domain name registration, web hosting and IT consultation services ("**Services**") provided by NordName directly to the Client. This Agreement does not apply when Services are provided to the Client indirectly through an authorised reseller.
- 1.2. This Agreement becomes binding from the moment that the Client accepts these Terms and Conditions on the website of NordName or otherwise agrees to them in written form.
- 1.3. Depending on the services provisioned to the Client, there may be multiple Agreements in force between NordName and the Client, and these Agreements may consist of several elements (hereinafter referred to as "**Documents**"). These Documents are listed below in descending order of priority:
  - General Terms and Conditions
  - Domain Registration Agreement ("**DRA**")
  - Domain Reseller Agreement
  - Acceptable Use Policy ("**AUP**")
  - Data Processing Agreement ("**DPA**")
  - All other applicable policies (such as refund or cancellation policy)
  - ICANN policiesIf the information in the aforementioned Documents is conflicting, the higher ranking Element shall take priority. Above Documents are available for viewing either as attachment to this file or at <https://nordname.net/terms>.
- 1.4. This Agreement is valid until further notice.

## 2. The responsibilities and rights of the Client

- 2.1. You shall provide NordName with accurate contact details and keep them up-to-date at all times.
- 2.2. For any domain name registration services provided by NordName to the Client, the customer agrees to the separate terms laid out in the Domain Registration Agreement ("**DRA**").
- 2.3. You undertake to not order any Services from NordName on behalf of a third party without their express consent. If you do order a service from NordName on behalf of a third party (with their express consent), you guarantee to ensure that all information provided to

NordName is correct and that NordName will be informed by you, in writing, of any changes in this information.

- 2.4. You undertake to notify NordName of any changes to contact details, or any other information provided in connection with the order of Services, within seven (7) days from change at the latest. You also undertake to provide NordName with any supporting documents to the aforementioned information within fifteen (15) days from request.
- 2.5. You warrant that to the best of your knowledge, no Service ordered by you from NordName violates the rights of third parties or the applicable laws in force.
- 2.6. You agree to not use any of the services provisioned by NordName to you in any way that violates our Acceptable Use Policy (AUP). You guarantee to have read and understood the AUP.
- 2.7. You take full responsibility for any consequences, problems or disputes relating to the choice, purchase or use of Services.
- 2.8. You agree that NordName may suspend, modify, transfer, change ownership or terminate a Service if
  - a) your payment is disputed or rejected
  - b) we become aware of an infringement with this Agreement or with our Acceptable Use Policy
  - c) we receive a court decision or any document having the force of res judicate between the parties and enforceable against NordName, in relation to your Services
  - d) it is necessary to comply with a legal obligation or injunction from a competent authority.
- 2.9. If NordName becomes subject to dispute, claim or penalty fee as a result of the choice, order or use of the Services provided by NordName to the Client, the Client will fully indemnify and hold harmless NordName from and against any loss, amounts paid in settlement, liability, cost, expense, obligations, judgments, arbitration awards, claim or legal damage, to which the aforementioned parties may be subject in such situations. Similarly, the Client will also indemnify and hold harmless any subcontractors, and the directors, officers, employees, affiliates and agents of the aforementioned parties.
- 2.10. You consent to the data processing activities described in our Data Processing Agreement. In the event that you supply NordName with any Personal Data of third-party individuals, you guarantee that these individuals have also been introduced to our Data Processing Agreement and consented to the data processing activities described within.

### **3. The responsibilities and rights of NordName**

- 3.1. NordName shall deliver the agreed service in accordance with this Agreement and the specified service description that the parties have agreed upon.
- 3.2. NordName reserves the right to take measures that affect the availability of the provided Services should it be required due to technical, operating or safety reasons.
- 3.3. NordName has the right to remove, alter or prevent public access to all or parts of the Client's accounts, in situations where they, according to NordName's assessment, violate our AUP or where the Client's use or operations is objectively under suspicion of being unlawful. Additionally, NordName reserves the right to lock the Client's account and to report to the police in case criminal activities are suspected of being carried out through NordName's services.
- 3.4. NordName will not process the Personal Data provided to it by the Client in any way that is incompatible with the purposes described in our Data Processing Agreement. NordName

will take reasonable precautions to protect the Personal Data from loss, misuse, unauthorized access or disclosure, alteration or destruction.

- 3.5. Any operational disturbances at NordName will be attended to as soon as possible. NordName has no control over and is not liable towards the client for deficiencies or interruptions with other operators. NordName can also not be held liable for costs or repayments due to any operational disturbances.
- 3.6. NordName is responsible for direct damages suffered by the Client only if the damages were caused by NordName's own negligence. In all cases NordName's liability to the Client is limited up to twelve (12) months of service fees.
- 3.7. Under no circumstance is NordName liable for indirect damages that the client has suffered.
- 3.8. NordName shall be exempt from any sanctions or liabilities if the fulfillment of an obligation is prevented or materially obstructed by circumstances that NordName could not reasonably have had any control over ("Force Majeure situations"), including but not limited to labor dispute, war, lightning storms, fire, extreme weather conditions, earthquakes, order by an authority or other public regulation, lack of transportation or energy. Should a force majeure situation arise, NordName shall immediately notify the Client of the situation.
- 3.9. NordName reserves the right to request a credit rating of the Client from a credit agencies before provisioning Services to the Client, and make additional credit rating requests during the course of this Agreement.
- 3.10. NordName reserves the right to demand advance payments for future fees and expenses, or alternatively to refuse to allow a physical person or a legal entity to become a client of NordName, without stating the reason.

#### **4. Renewal, payment and billing**

- 4.1. The current price list for Services is published on NordName's webpage at [nordname.com](http://nordname.com).
- 4.2. The price list may fluctuate on a daily basis due to changes in the currency exchange rates of currencies in which NordName pays its suppliers. The Client acknowledges the dynamic nature of the price list and is responsible for monitoring the price list regularly.
- 4.3. NordName may change its price list at any point without notice if it is caused by fluctuation in currency exchange rates or changes in fees charged by a domain name registry or ICANN. NordName is not obliged to separately notify the Client of price adjustments due to these reasons. However, NordName will aim to give sufficient notice if the price change is significant.
- 4.4. If NordName changes its price list out of its own initiative (not as result of currency fluctuation or a price change made by Registry or ICANN), NordName is required to give notice and the new pricing will become effective no earlier than thirty (30) days after the notice was given to the Client.
- 4.5. Services will not automatically renew unless the Client has explicitly enabled automatic renewal on a said Service. Automatic renewal can be enabled by the Client at the client area or otherwise through a written request to NordName. Services with automatic renewal enabled will be renewed as follows:
  - a) domain name registration services will be renewed on the first day of the month preceding the expiration date (end of the Registration Term)  
*for example, a domain name expiring on 2026-04-15 would be renewed on 2026-03-01*
  - b) all other services will be renewed in the first day of the month of the expiration date  
*for example, a web hosting service expiring on 2026-04-15 would be renewed on 2026-04-01*

- 4.6. Automatic renewals are final and cannot be cancelled. Cancellations and refunds may only occur under specific conditions which are specified in the Refund Policy.
- 4.7. If NordName is unable to automatically and successfully charge the Client using a payment method provided by the Client (such as a saved payment card), NordName will send the Client an invoice over email.
- 4.8. Invoices are due in 14 days from issue, unless otherwise agreed with the Client. In the event of a late payment, an interest on arrears of 7,5% may be charged from the due date. Additionally, a statutory reminder fee of five (5) euros may be charged and if necessary, debt collection charges.
- 4.9. NordName reserves the right to not deliver a service before a payment in full has been received from the Client, unless otherwise agreed with the Client. For example, NordName may not renew a domain name registration if the invoice has not been paid even if it has automatic renewal enabled.
- 4.10. NordName may issue credit invoices to any unpaid invoices when they are more than 7 days overdue.
- 4.11. The Client bears full responsibility for the consequences caused by lack of automatic renewal or non-payment of invoice, such as loss of domain name registration, or direct or indirect costs caused by service suspension.

## 5. Cancellation right in distance sales

- 5.1. The Client acknowledges that the "*Cancellation right in distance sales*" issued by the Finnish Competition and Consumer Authority for consumer clients does not apply to domain registration/transfer/renewal orders, since once these services have been completed, they may be extremely difficult to cancel or reverse.

## 6. Breach of Agreement

- 6.1. Any violation to this Agreement or related Documents, no matter when it occurs or occurred and irrespective of what form the violation takes, will be seen as a severe breach of Agreement.
- 6.2. Unless otherwise specified in another applicable Document:
  - NordName reserves the right to immediately deactivate any Services provided by NordName to the Client if the agreement is breached.
  - If the Client has not rectified the violation within 15 days of notification from NordName and reassured NordName, in a form acceptable to NordName that the violation will not reoccur, NordName withholds the right to permanently terminate any Services provided by NordName to the Client.

## 7. Modifications

- 7.1. NordName may choose to amend the conditions of this Agreement over time either by own initiative or due to changes in applicable law. Before any material changes to this Agreement become binding on the Client, NordName will notify the Client of any such changes at the email address of record. If, as a result of such change to this Agreement, the Client no longer agrees with the terms of this Agreement, their options are to:

- a) transfer their services to another provider; or
  - b) to cancel the services they have from NordName.
- 7.2. By continuing to use the services provided by NordName, the Client states their consent to the changes. Unless otherwise stated, any changes to this Agreement become binding
- a) 30 days after we notify the Client of the change, or
  - b) immediately if such change was caused by applicable law.

## **8. Termination of Agreement**

- 8.1. This Agreement shall be considered terminated after the last active Service provided by NordName to the Client has been terminated.
- 8.2. Unless otherwise specified in another applicable Document, Services will be permanently terminated forty-five (45) days after their expiration date.
- 8.3. The client can voluntarily terminate a Service prior to its expiration date by notifying NordName, after which the service will be terminated immediately.
- 8.4. The lack of payment to an invoice associated with an automatically renewed Service shall not be considered as a service termination. NordName may, at its own discretion, determine such non-payment events as service terminations.

## **9. Notices**

NordName will address all notices and other communications in relation to this Agreement in writing and by email to the contact email address of the Client on file.

The Client should address all notices and other communications in connection to this Agreement in writing by email to [support@nordname.com](mailto:support@nordname.com).

## **10. Disputes**

- 10.1. If you are unsatisfied with our Services, you may contact our customer support and file a complaint. We commit to reply promptly to all complaints. If you are a private individual and if you are unsatisfied with the handling of the complaint, you retain the right to escalate the dispute through the Finnish Consumer Ombudsman available at [kkv.fi](http://kkv.fi).