

# REFUND POLICY

All cancellation & refund requests must be sent to [support@nordname.com](mailto:support@nordname.com). Below terms define the conditions of refund for services provisioned by NordName.

## 1. Domain name registrations

NordName will only offer a refund to the Client if NordName is able to obtain a refund for the registration from the applicable domain name registry. Usually, NordName is not able to obtain a refund and thus is unable to provide refunds to the Client.

Under some top level domains the so-called "*Add Grace Period*" of usually 5 days exists, during which NordName will receive a refund of the domain registration if the domain is deleted during this period. In these situations the Client is also eligible for a refund.

Domain tasting is forbidden. Domain testing refers to the pattern where a domain name is first registered, tested for profit through for example advertisements and cancelled if profit is inadequate. Client is not eligible for any refund, not even during the *Add Grace Period*, if NordName detects patterns of domain tasting.

## 2. Domain name transfers

Client is eligible for a refund if a domain transfer has not yet been completed and is cancelled.

Client is not eligible for refund for any completed domain transfers.

## 3. Domain name renewals

No refunds are available for domain name renewals, because domain name renewals are final and cannot be reversed.

## 4. Web hosting services

Web hosting services are offered a 25-day Money Back Period during which the Client can cancel an order and receive a full refund. This applies only to new orders (web hosting renewals are not eligible for refund).