

Information for Domains registered with Nominet.

**POSTAL ADDRESS**

BS-L

79 Milford Lodge

Milford

Surrey

GU8 5JF

**TELEPHONE NUMBER**

07976961017

**E-MAIL**

[admin@bs-l.co.uk](mailto:admin@bs-l.co.uk)

Customer Service commitments detailing expected response times and how long it usually takes to resolve issues.

Please contact the bs-l domain Team using one of the contact methods above, outside of office hours please e-mail us at

[admin@bs-l.co.uk](mailto:admin@bs-l.co.uk) we will respond to all points of contact within 2 business days and aim to resolve any issues you have within 5 business days.

**E-mail contact point for abuse complaints**

If you wish to raise a complaint about abuse you have received (phishing scams, spamemails etc.), please contact us at [complaints@bs-l.co.uk](mailto:complaints@bs-l.co.uk) with as much detail about the abuse. We will investigate your complaint immediately. And aim to resolve the issue within the same time scales as above.

**Complaints and escalation process**

Here at bs-l we understand that mistakes can be made and we endeavour to rectify any mistakes with the minimum of inconvenience to our customers. However we can only improve on our Service with valid feedback from yourselves.

If you wish to make a complaint about a service you have received, please submit an email to us at [admin@bs-l.co.uk](mailto:admin@bs-l.co.uk) including as much detail from the issue you have. We will acknowledge your complaint within 2 business day and aim to resolve any issues within 5 business days.

If you're not satisfied with the response please email [complaints@.bs-l.co.uk](mailto:complaints@.bs-l.co.uk).

If you're still not happy with the outcome of your complaint, than please feel free to escalate your issue to Nominet (the .uk registry) here: <http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

All domains are auto-renewed on an annual basis. All domains will be auto renewed 14 days in advance of the domain name expiring.

If you decide not to renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after to renew the domain name at Nominet's renewal fee. After 30 days your domain will be suspended and will go into a 60 day grace period which you can still renew your domain name. This must be requested by email before the 80th day after your domain has expired, after 90 days your domain will be cancelled and

deleted from the register and made available for resale through a third party registrar. BS-L will not guarantee the renewal of a domain name.

Domain Registration costs are included in all of our Price Plans. The cost being made in the first payment of the plan. Transfer of Registrant or termination of the Domain will be charged as per Nominet's pricing guidelines, we will not charge in excess of Nominet's rate.