

Contract questions

What are your cancellation periods?

The contract term is subject to the periods indicated. Contracts renew automatically - subject to agreement - to the minimum contract period unless either party terminates the contract in timely fashion.

A contract with a minimum contract term of one month can be canceled at least to the end of this month with a period of four weeks to the end of the contract. A contract with a minimum contract term of three months can be canceled at least to the end of three months with a period of four weeks to the end of the contract.

Contracts with a minimum term of three months renew for an additional three months, if not canceled in a timely fashion. A contract with a minimum term of at least twelve months may be canceled at the end of the twelfth month period within a period of three months to the end of the contract. A fixed-term contract with at least twenty-four months can be canceled to the end of the twenty-four month period or earlier or within a period of three months to the end of the contract period.

Contracts with a minimum term of twelve and twenty-four months get renewed for an additional twelve months if they were not canceled in a timely fashion. The right to terminate for cause shall remain unaffected. Ordered domains with us can be canceled to the next billing cycle with a period of four weeks to the end of the accounting period.

If you want to transfer the canceled domain(s) to a new provider, you must transfer them in time to the new provider. If you do not want to take the domain you have to terminate the domain before the end of the paid period (CLOSE).

If neither one of the two steps are completed, you must be obligated to pay for the additional annual fees until one of the two steps is successfully executed.

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