

.UK Domain Name Registration Terms and Conditions for Odyssey Systems Limited

How to contact us

Odyssey Systems Limited
Unit 1 Lockheed Court
Preston Farm Industrial Estate
Stockton On Tees
TS18 3SH

Tel: 01642 661800

Email: service@odyssey-systems.co.uk

Please contact us using one of the contact methods above about issues relating to domain names between 8am and 5:30pm Monday to Friday excluding bank holidays. Outside of those times we recommend you email service@odyssey-systems.co.uk. We aim to respond to your contact within 1 business days and aim to resolve any issues you have within 1 business days.

To register a domain name

Please send an email to service@odyssey-systems.co.uk with details of the domain name you wish to register and full contact details. A member of our team will aim to make contact with you within 1 hours with further instructions and with details of how to pay.

Reporting abuse and complaints

If you wish to raise a complaint about abuse you have received (for example phishing scams, spam emails etc), please contact us at abuse@odyssey-systems.co.uk with as much detail about the abuse. We will investigate your complaint as soon as possible.

If you wish to make a complaint about a service you have received, please submit an email to us at service@odyssey-systems.co.uk including as much detail from the issue you have. We will acknowledge your complaint within 1 business days and aim to resolve any issues within 1 business days.

If you're not happy with the initial outcome of your complaint, then you are able to escalate your issue to Nominet (the .uk registry) here <http://www.nominet.uk/resources/complaints>

Nominet's Terms and Conditions

When registering a domain name with us you agree also to Nominet's domain name registration Terms and Conditions: <http://www.nominet.org.uk/go/terms>

Domain name charges and other information

- Domain names registered with Nominet (the .UK registry) are £8.25 per month.
- Registrations are made initially for a minimum of a 1 year term.

Renewing domain names

All domains are renewed on an annual basis, so long as the contract remains valid. If you do not wish to renew a domain please make sure you contact us a minimum of 30 days before your domain expires by emailing us at service@odyssey-systems.co.uk

All domains will be auto renewed 7 days in advance of the domain name expiring.