



Murlo Online

Address: Gough Place, Bellairspark, South Africa

Terms & Conditions

Updated: 23 August 2021

Email Address: w.a.schuld@gmail.com

Terms & Conditions as updated on the 23rd of August 2021:

Continuous IT service provision

Terms and Conditions

These terms and conditions are the contract between you and Murlo Online Pty Ltd (“us”, “we”, etc). By visiting or using Our Website or signing up or by making continuous payment for our Services, you agree to be bound by them.

We are Murlo Online Pty Ltd, a company registered in South Africa, number 2017/660606/07.

Our address is 9 Clemens Corner, 11 Gough Place, Bellairspark, South Africa

VAT Number: N/A

You are: Anyone who uses Our Website or buys or pays for any Service from us.

Please read this agreement carefully and save it. If you do not agree with it, you should leave Our Website and Services immediately.

These are the agreed terms

1. Definitions

“Content”	means the textual, visual, or aural content that is encountered as part of your experience on Our Website or through our Services. It may include, among other things: text, images, sounds, videos, and animations. It includes content Posted by you.
"Intellectual Property"	means intellectual property owned by us, of every sort, whether or not registered or registrable in any country, including intellectual property of all kinds coming into existence after today; and including, among others, patents, trademarks, unregistered marks, designs, copyrights, software, websites, web applications domain names, discoveries, creations and inventions, together with all rights which are derived from those rights.
“Our Website”	means any website, software or service designed for electronic access by mobile or any fixed devices, which is owned or operated by us or any member of the Murlo Online & Easycost group of companies. It includes all web pages, web applications and software designed, controlled and

managed by us, and on behalf of our customers or clients.

"Post" means place on or into Our Website or Software any Content or material of any sort by any means.

"Services" means all of the services available from Our Website, whether free or charged. This includes software, web applications, ecommerce websites, website development, graphic design, testing, and everything that is detailed on our website.

"Visitor" means anyone who visits Our Website or Software.

2. Interpretation

In this agreement unless the context otherwise requires:

- 2.1. a reference to a person includes a human individual, a corporate entity and any organisation which is managed or controlled as a unit.
- 2.2. a reference to a person includes reference to that person's successors, equal partners, legal representatives, permitted assigns and any person to whom rights, and obligations are transferred or pass as a result of a merger, division, reconstruction or other re-organisation involving that person.
- 2.3. in the context of permission, "may not" in connection with an action of yours, means "must not".
- 2.4. the headings to the paragraphs and schedules (if any) to this agreement are inserted for convenience only and do not affect the interpretation.
- 2.5. any agreement by either party not to do or omit to do something includes an obligation not to allow some other person to do or omit to do that same thing.
- 2.6. except where stated otherwise, any obligation of any person arising from this agreement may be performed by any other person.
- 2.7. a reference to an act or regulation includes new law of substantially the same intent as the act or regulation referred to.

- 2.8. These terms and conditions apply to all supplies of paid and free Services by us. They prevail over any terms proposed by you.
- 2.9. this agreement is made only in the English language. If there is any conflict in meaning between the English language version of this agreement and any version or translation of this agreement in any other language, the English language version shall prevail.

3. Basis of Contract

- 3.1. In entering into this contract, you have not relied on any representation or information from any source except the definition and explanation of the Services given on Our Website and through direct messaging with our correct email address and contact number on WhatsApp and email.
- 3.2. Subject to these terms and conditions, we agree to provide to you some or all of the Services and products described on Our Website at the prices we charge from time to time or at the fixed rates and amounts given to you in the form of a quote, WhatsApp message, email or over the phone as a verbal amount agreement.
- 3.3. You acknowledge that you understand exactly what is included in the Services and you are satisfied that the Services are suitable and satisfactory for your requirements.
- 3.4. So far as we allow use of our Intellectual Property, we grant a licence to you, limited to the terms set out in this agreement.
- 3.5. Our contract with you and licence to you lasts for one year from the date of start of initial services. Any continuation by us or by you after the expiry of one year is a new contract under the terms then posted on Our Website. Your continued use of our Services after that shall be deemed acceptance by you of the changed Service, system and/or terms.
- 3.6. The contract between us comes into existence when we receive payment from you for a Service or product.
- 3.7. We may change this agreement and / or the way we provide the Services, at any time. If we do:
 - 3.7.1 the change will take effect when we Post it on Our Website.
 - 3.7.2 we will give you notice of the change. If you do not accept the change, we will only refund any amount for services not rendered after the date of non-acceptance of the updated

terms and conditions, granted that you do not have any outstanding amount owing to our company.

- 3.7.3 if you make any payment for Services or goods in the future, you will do so under the terms Posted on Our Website at that time.

4. Your account and personal information

- 4.1. When you visit Our Website or Software, you accept responsibility for any action done by any person using your name, account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner.
- 4.2. You agree that you have provided accurate, up to date, and complete information about yourself. We are not responsible for any error made as a result of such information being inaccurate.
- 4.3. You agree to notify us of any changes in your information immediately it occurs. If you do not do so, we may terminate your account.

5. If you buy Services as a consumer

This paragraph applies if and only if, you are a consumer as defined in the Electronic Communications and Transactions Act 2002 (“the Act”).

- 5.1. For all purposes at law, the contract between us is not made until you have agreed these terms, and we have agreed in writing to provide the Service you want.
- 5.2. Whether or not you have paid any money to us at that time is neither relevant to the start of the contract nor to your right to cancel.
- 5.3. The contract is not made automatically at the point when you have agreed to these contract terms. That is merely your offer. The contract is made later, when we accept and agree to provide the Service you want.
- 5.4. Most customers want us to supply a Service before the expiry of the 7 days cancellation period. Our business system therefore operates on

the basis that we supply a Service/ start your work as soon as we can, without waiting for the 7 days cancellation period to expire.

- 5.5. Before we agree to supply a Service/ start your work, we therefore ask that you give up your right to cancel, as the law allow. If you do not agree, we shall not be able to work for you within 7 days of receiving your order.
- 5.6. So far as our Service is continuing, you may cancel it at any time before we have completely provided it. If you do, we will return to you any money paid after deduction of an appropriate amount to cover any part of the Service we have supplied, including work we may not by then have told you about.
- 5.7. In the event of cancellation of an order by you in compliance with these terms, we will refund any money due to you within 30 days.

6. The price

- 6.1. The prices payable for Services are clearly set out on Our Website, through direct messaging on WhatsApp, social media, email or verbally over the phone.
- 6.2. The price charged for any Services may differ from one country to another. You may not be entitled to the lowest price unless you reside in the qualifying country.
- 6.3. Prices are inclusive of any applicable value added tax or other sales tax.

7. Renewal payments

- 7.1. At least four weeks before expiry of the period for which you have paid, we shall send you a message to your last known email address to tell you that your licence to use the Services is shortly to expire and to invite you to renew. An invoice for the new period will be included.
- 7.2. At any time before expiry of your subscription, you may use the Contact Us form on Our Website or email us at w.a.schuld@gmail.com to change your requirements for Services or cancel renewal.
- 7.3. At expiry of your Murlo Online or Easycost subscription we shall automatically take payment from your credit card of the sum specified on the invoice sent earlier and shall confirm the renewal of your Murlo

Online or Easycost subscription for a further period by sending you an email message.

8. How we handle your Content

- 8.1. Our privacy policy is strong and precise. It complies fully with current privacy law which is at [link to privacy policy](#) or on Our Website footer.
- 8.2. If you Post Content to any public area of Our Website it becomes available in the public domains. We have no control over who sees it or what anyone does with it.
- 8.3. Even if access to your text is behind a user registration it remains effectively in the public domain because someone has only to register and log in, to access it. You should therefore avoid Posting unnecessary confidential information.
- 8.4. We need the freedom to be able to publicise our Services and your own use of them. You therefore now irrevocably grant us the right and licence to edit, copy, publish, distribute, translate and otherwise use any Content that you place on Our Website, in public domains and in any medium. You represent and warrant that you are authorised to grant all such rights.
- 8.5. We will use that licence only for commercial purposes of the business of Our Website and will stop using it after a commercially reasonable period of time.
- 8.6. You agree to waive your right to claim authorship and your right to object to any distortion, mutilation or other modification of your work as provided in the Copyright Act 1978.
- 8.7. Posting content of any sort on Our Website or social media does not change your ownership of the copyright in it. We have no claim over it and we will not protect your rights for you.
- 8.8. You understand that you are personally responsible for your breach of someone else's intellectual property rights, defamation, or any law, which may occur as a result of any Content having been Posted by you;
- 8.9. You accept all risk and responsibility for determining whether any Content is in the public domain and not confidential.
- 8.10. Please notify us of any security breach or unauthorised use of your account.

- 8.11. We do not solicit ideas or text for improvement of our Service, but if you do send to us material of any sort, you are deemed to have granted to us a licence to use it in the terms set out at sub paragraph five above.

9. Restrictions on what you may Post to Our Website, social media & software

We invite you to Post Content to Our Website, social media and software in several ways and for different purposes. We have to regulate your use of Our Website, social media and software to protect our business and our staff, to protect other users of Our Website, social media and software and to comply with the law. These provisions apply to all users of Our Website & Software.

We do not undertake to moderate or check every item Posted, but we do protect our business vigorously. If we believe Content Posted breaches the law, we shall co-operate fully with the law enforcement authorities in whatever way we can.

You agree that you will not use or allow anyone else to use Our Website and software to Post Content or undertake any activity which is or may:

- 9.1. be unlawful (this includes ethical and unethical hacking or attempts to breach the software or any effort to test our cybersecurity or any other security with data injections or any other method and this is applicable even if you were asked to do so by our customer and regardless if it is free or paid for), or tend to incite another person to commit a crime;
- 9.2. consist in commercial audio, video or music files;
- 9.3. be obscene, offensive, threatening, violent, malicious or defamatory;
- 9.4. be sexually explicit or pornographic;
- 9.5. be likely to deceive any person or be used to impersonate any person, or to misrepresent your identity, age or affiliation with any person;
- 9.6. request or collect passwords or other personal information from another user without his permission, nor Post any unnecessary personal information about yourself;
- 9.7. be used to sell any goods or services or for any other commercial use not intended by us, for yourself or for any other person. Examples are: sending private messages with a commercial purpose, or collecting information with the intention of passing it to a third party for his commercial use;

- 9.8. include anything other than words (i.e. you will not include any symbols or photographs) except for a photograph of yourself in your profile in such place as we designate;
- 9.9. facilitate the provision of unauthorised copies of another person's copyright work;
- 9.10. link to any of the material specified in this paragraph;
- 9.11. Post excessive or repeated off-topic messages to any forum or group;
- 9.12. sending age-inappropriate communications or Content to anyone under the age of 18.

10. Your Posting: restricted content

In connection with the restrictions set out below, we may refuse or edit or remove a Posting which does not comply with these terms.

In addition to the restrictions set out above, a Posting must not contain:

- 10.1. hyperlinks, other than those specifically authorized by us.
- 10.2. keywords or words repeated, which are irrelevant to the Content Posted.
- 10.3. the name, logo or trademark of any organisation other than that of you or your client.
- 10.4. inaccurate, false, or misleading information.

11. Removal of offensive Content

- 11.1. For the avoidance of doubt, this paragraph is addressed to any person who comes on Our Website, social media or software for any purpose.
- 11.2. We are under no obligation to monitor or record the activity of any customer for any purpose, nor do we assume any responsibility to monitor or police Internet-related activities. However, we may do so without notice to you and without giving you a reason.
- 11.3. If you are offended by any Content, the following procedure applies:
 - 11.3.1 your claim or complaint must be submitted to us in the contact form available on Our Website, or contain the same

information as that requested in our form. It must be sent to us by email as provided in the header of this document.

- 11.3.2 we shall remove the offending Content as soon as we are reasonably able;
 - 11.3.3 after we receive notice of a claim or complaint, we shall investigate so far as we alone decide;
 - 11.3.4 we may re-instate the Content about which you have complained or not.
- 11.4. In respect of any complaint made by you or any person on your behalf, whether using our form of complaint or not, you now irrevocably grant to us a licence to publish the complaint and all ensuing correspondence and communication, without limit.
- 11.5. You now agree that if any complaint is made by you frivolously or vexatiously you will repay us the cost of our investigation including legal fees, if any.

12. Security of Our Website

If you violate Our Website, social media and software we shall and will take legal action against you. You now agree that you will not, and will not allow any other person to:

- 12.1. modify, copy, or cause damage or unintended effect to any portion of Our Website, or any software used within it or software used and developed for any customer.
- 12.2. link to Our Website and our software in any way that would cause the appearance or presentation of Our Website and our software to be different from what would be seen by a user who accessed Our Website and our software by typing the URL into a standard browser.
- 12.3. download any part of Our Website and our software, without our express written consent;
- 12.4. collect or use any product listings, descriptions, or prices;
- 12.5. collect or use any information obtained from or about Our Website and our software or the Content except as intended by this agreement;
- 12.6. aggregate, copy or duplicate in any manner any of the Content or information available from Our Website and our software, other than as

permitted by this agreement or as is reasonably necessary for your use of the Services;

12.7. share with a third party any login credentials to Our Website and our software;

12.8. Despite the above terms, we now grant a licence to you to:

12.8.1 create a hyperlink to Our Website and our software for the purpose of promoting an interest common to both of us. You can do this without specific permission. This licence is conditional upon your not portraying us or any product or service in a false, misleading, derogatory, or otherwise offensive manner. You may not use any logo or other proprietary graphic or trademark of ours as part of the link without our express written consent.

12.8.2 you may copy the text of any page for your personal use in connection with the purpose of Our Website and our software or a Service we provide.

13. Uploading to our servers

13.1. You must not upload to, or store on our servers any material or Content which you are not permitted by this agreement to Post to Our Website and our software.

13.2. You may not share, let or sub-license space on the servers. (except as an authorised re-seller).

13.3. You may not upload to any shared server, any of the following pages, namely those:

13.3.1 pages with banners, graphics or CGI scripts running from their domain being used on other domains. (e.g., hot-linking, image-sucking, load-spreading);

13.3.2 pages with very large graphic archives or galleries;

13.3.3 pages offering download archives or large media distribution (5GB), such as .zip, .tar, .sit, .ra, .avi, .mov, .asf and .GZ;

13.3.4 pages running large or busy chat rooms;

13.3.5 pages using more than 8 % of system resources.

13.4. You may not send more than 500 email messages per hour.

14. Termination

This agreement may be terminated:

14.1. upon either of us giving the other 30 days notice in writing addressed by e-mail to the last known e-mail address of the other of us (w.a.schuld@gmail.com , yolandeeco@gmail.com or info@easycosttime.com). For this and all purposed in connection with this agreement, our addresses are as at the head of this document. If your cancellation is to be effective, you must give us full information to enable us to identify:

14.1.1 who you are and;

14.1.2 that you have proper authority to cancel and;

14.1.3 the Services you wish to cancel.

14.2. when we terminate it, without notice, on account of your failure to comply with these terms.

14.3. immediately by either party if a trustee receiver administrative receiver or similar officer is appointed in respect of all or any part of the business or assets of the other party or if a petition is presented or a meeting is convened for the purpose of considering a resolution or other steps are taken for the winding up of the other party or for the making of an administration or bankruptcy order (otherwise than for the purpose of an amalgamation or reconstruction).

14.4. Any termination of this agreement by this paragraph shall be without prejudice to any other rights to which a party may be entitled.

14.5. Termination by either party shall have the following effects:

14.5.1 your right to use the Services and any copyright or intellectual property immediately ceases;

14.5.2 we are under no obligation to forward any unread or unsent messages to you or any third party;

14.5.3 we will only release any copyrighted or intellectual property when we have reached a mutual agreement to do so and a reasonable fee is paid to us to release any intellectual property we hold and own;

- 14.6. In the event of such termination by us, we will within 14 days refund to you the balance of your cost outstanding for any Service, pro rata with time not elapsed, however if you owe us money, you will be held to the same standard to fully settle your outstanding account within 14 days of the termination date.
- 14.7. There shall be no re-imbursement or credit if we decide in our absolute discretion that you have failed to comply with any of the terms of this agreement.

15. Interruption to Services

- 15.1. If it is necessary for us to interrupt the Services, we will give you reasonable notice where this is possible and when we judge the down time is such as to justify telling you.
- 15.2. You acknowledge that the Services may also be interrupted for many reasons beyond our control.
- 15.3. You agree that we are not liable to you for any loss, foreseeable or not, arising from any interruption to the Services.

16. Intellectual Property

You agree that at all times you will:

- 16.1. not cause or permit anything which may damage or endanger our title to the Intellectual Property.
- 16.2. notify us of any suspected infringement of the Intellectual Property;
- 16.3. indemnify us for any loss or expense arising from your misuse of the Intellectual Property;
- 16.4. on the expiry or termination of this agreement immediately stop using the Intellectual Property except as expressly authorised by us in writing and after paying a reasonable and fair release fee to us (Murlo Online Pty Ltd), that will be decided upon through mutual agreement or arbitration.
- 16.5. not use any name or mark similar to or capable of being confused with any name or mark of ours;

- 16.6. so far as concerns software provided or made accessible by us to you, you will not:
- 16.6.1 copy, or make any change to any part of its code;
 - 16.6.2 use it in any way not anticipated by this agreement;
 - 16.6.3 give access to or sell it to any other person, company or entity than you, the licensee in this agreement;
 - 16.6.4 in any way provide any information about it to any other person or generally.
- 16.7. not use the Intellectual Property except directly in our interest.

17. Bandwidth , SMSs and data storage

- 17.1. You agree that bandwidth, SMSs and storage requirement shall not exceed the amount ordered by you.
- 17.2. If your bandwidth, SMSs and storage requirement exceeds the contractually ordered amount we may in our discretion:
- 17.2.1 charge the price currently charged by us for the additional usage you have used, such charges to be paid within 30 days of the invoice date or
 - 17.2.2 if in our opinion your usage puts at risk the continued Services provision to other customers, we may limit the Services we provide to what we have agreed in our contract with you. We may not be able to give you notice of this.
- 17.3. We assume no responsibility for the deletion or failure to store or deliver email, SMSs or other messages.
- 17.4. We may, from time to time, set a limit on the number of messages you may send, store, or receive through the Service. We may delete messages in excess of that limit. We shall give you notice of any change to your limit, except in an emergency.
- 17.5. You accept that we cannot be liable to you for any such deletion or failure to deliver to you.
- 17.6. We maintain reasonable procedures for general backup of data for our own purposes, but we give no warranty that your data will be saved or

backed up in any particular circumstances unless we have made specific contractual arrangements with you in writing.

18. Disclaimers and limitation of liability

18.1. The law differs from one country to another. This paragraph applies so far as the applicable law allows in the applicable country.

18.2. All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction an implied condition, warrant or term cannot be excluded, then this sub paragraph shall be deemed to be reduced in effect, only to the extent necessary to release that specific condition, warranty or term.

18.3. The Murlo Online Pty Ltd Website and Murlo Online Pty Ltd Services are provided "as is". We make no representation or warranty that the Service, website, software or web application will be:

18.3.1 useful to you;

18.3.2 of satisfactory quality;

18.3.3 fit for a particular purpose;

18.3.4 available or accessible, without interruption, or without error;

18.4. We claim no expert knowledge in any subject. We disclaim any obligation or liability to you arising directly or indirectly from information you take from Our Website or social media.

18.5. We shall not be liable to you for any loss or expense arising out of or in connection with your use of Our Website, software and social media, which is indirect or consequential loss, or economic loss or other loss of turnover, profits, business or goodwill. This applies whether in an action of contract, negligence or otherwise, even if such loss was reasonably foreseeable or we knew you might incur it.

18.6. We make no representation or warranty and accept no responsibility in law for:

18.6.1 accuracy of any Content or the impression or effect it gives;

18.6.2 delivery of Content, material or any message;

18.6.3 privacy of any transmission;

- 18.6.4 any act or omission of any person or the identity of any person who introduces himself/ themselves/herself to you through Our Website, social media and software;
- 18.6.5 any aspect or characteristic of any goods or services advertised on Our Website, social media and software;
- 18.7. Our Website, social media and software includes Content Posted by third parties. We are not responsible for any such Content. If you come across any Content which offends you, please contact us via the "Contact us" page on Our Website.
- 18.8. We will do all we can to maintain access to Our Website, social media and software, but it may be necessary for us to suspend all or part of our service for repairs, maintenance or other good reasons. We may do so without telling you first.
- 18.9. Our total liability under this agreement, however it arises, shall not exceed the sum of R35,000. This applies whether your case is based on contract, tort or any other basis in law.
- 18.10. This paragraph (and any other paragraph which excludes or restricts our liability or provides an indemnity to us) applies to our directors, officers, employees, subcontractors, agents and affiliated companies, as well as to us
- 18.11. If you become aware of any breach of any term of this agreement by any person, please tell us by emailing us at w.a.schuld@gmail.com or info@easycosttime.com . We welcome your input but do not guarantee to agree with your judgement.
- 18.12. Nothing in this agreement excludes liability for a party's fraud.

19. You indemnify us

You agree to indemnify us against all costs, claims and expense arising directly or indirectly from:

- 19.1. your failure to comply with the law of any country;
- 19.2. your breach of this agreement;
- 19.3. any act, neglect or default by any agent, employee, licensee or customer of yours;
- 19.4. your non-compliance to the POPI Act or to PAIA;

- 19.5. a contractual claim arising from your use of the Services;
- 19.6. a breach of the intellectual property rights of any person;

For the purpose of this paragraph you agree that the cost of our management and technical time is properly recoverable and can reasonably be valued at R 450 per hour without further proof.

20. Miscellaneous matters

- 20.1. You undertake to provide to us your current land address, e-mail address and telephone numbers as often as they are changed together with all information that we may require to enable us to fulfil our obligations under this contract.
- 20.2. The schedules, if any, to this agreement are part of the agreement and have the same force and effect.
- 20.3. If any term or provision of this agreement is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.
- 20.4. The rights and obligations of the parties set out in this agreement shall pass to any permitted successor in title.
- 20.5. If you are in breach of any term of this agreement, we may:
 - 20.5.1 terminate your account and refuse access to Our Website, social media and software;
 - 20.5.2 remove or edit Content, or cancel any order at our discretion;
 - 20.5.3 issue a claim in any court.
- 20.6. Any obligation in this agreement intended to continue to have effect after termination or completion shall so continue.
- 20.7. No failure or delay by any party to exercise any right, power or remedy will operate as a waiver of it nor indicate any intention to reduce that or any other right in the future.

20.8. Any communication to be served on either of the parties by the other shall be delivered by hand or sent by fastmail service or recorded delivery.

It shall be deemed to have been delivered:

if delivered by hand: on the day of delivery and if signed for by any person connected to Murlo Online Pty Ltd;

if sent by post to the correct address: within 72 hours of posting;

20.9. In the event of a dispute between the parties to this agreement, then they undertake to attempt to settle the dispute by engaging in good faith with the other in a process of mediation before commencing arbitration or litigation.

20.10. So far as the law permits, and unless otherwise stated, this agreement does not give any right to any third party. Even if the third party has obtained our customer's company through a merger, buy out, amalgamation or any other method, our agreement remains with the original owner with whom we entered the agreement with on the start of initial services).

20.11. Neither party shall be liable for any failure or delay in performance of this agreement which is caused by circumstances beyond its reasonable control, including any labour dispute between a party and its employees.

20.12. In the event of any conflict between any term of this agreement and the provisions of the memorandum of incorporation of a limited company or any comparable document intended to regulate any other corporate or collective body, then the terms of this agreement shall prevail.

20.13. The validity, construction and performance of this agreement shall be governed by the laws of the Republic of South Africa and you agree that any dispute arising from it shall be litigated only in that country

Special additional provisions relating only to domain names

These terms apply when you instruct us to register, renew, transfer in or transfer out, a domain name and are in addition to the terms set out above. You agree to be bound by them.

21. Your undertakings

- 21.1. You acknowledge that it is your sole responsibility to supply accurate and reliable contact details and relevant information as well as name of servers. You undertake to supply such accurate, complete full records and as are required by any relevant registrar and/or registry and to ensure that such details are kept updated and complete at all times.
- 21.2. You warrant that to the best of your knowledge neither the registration nor the use of the domain name infringes the legal rights of any third party and that you are authorised to apply for or renew the domain name.
- 21.3. The registration of a domain name and its continued use is subject (in addition to these terms and conditions) to your continued compliance with the terms and conditions of the relevant registrar and/or registry. You agree to be bound by such terms and conditions, including all rules and policies.

22. Domain name disputes

You acknowledge that:

- 22.1. the registration or use of a domain name does not necessarily entitle us to use that name in a particular context;
- 22.2. your contract with a relevant registrar and/or registry may provide that the registrar and/or registry may take action which might include:
 - 22.2.1 the suspension or revocation of your application for a domain name or
 - 22.2.2 the registration of a domain name allocated to you to a third party.

- 22.3. we will have no responsibility or involvement in relation to any dispute between you and a registrar.
- 22.4. You now therefore agree to indemnify us against all costs, claims and expense, including the reasonable cost of management time, in respect of any event, act or omission we may be required to take by any third party with jurisdiction, including a domain name registrar and/or registry.

23. Action on your default

We may in our absolute discretion cancel, take ownership, dispose of and/or refuse to register, release or renew any domain name if:

- 23.1. our fees in respect of that domain name are overdue;
- 23.2. we are required to do so by regulation or competent authority;
- 23.3. it is otherwise permitted under these terms and conditions

24. Domain name registration

- 24.1. We will attempt to register a domain name on your instruction and to notify you of the outcome.
- 24.2. We do not warrant or guarantee that any domain name will be registered or is capable of registration.
- 24.3. We are not liable to you in the event that you act upon an anticipated registration before you have received confirmation from us that the domain name has been registered to you.
- 24.4. Immediately you receive from us notice of registration, you should check the registration particulars and, the event of error, inform us immediately.

25. Domain name renewal

We will not renew a domain name (leaving you solely responsible for renewal) for which we do not receive a renewal notice. Without limitation, we may not receive a renewal notice:

- 25.1. because we are not named as the billing contact;

- 25.2. because the relevant registrar and/or registry sends the renewal invoices direct to you;
- 25.3. if the domain name has been transferred to another Internet Service Provider.

26. Domain name transfer in

- 26.1. If we have to transfer your domain name from another Internet service provider to our servers, you understand that:
 - 26.1.1 we will charge additional cost for this service;
 - 26.1.2 the transfer may take from 5 to 60 days
- 26.2. You warrant that you have the full and complete authority of the legal owner of the domain name and you agree to indemnify us against all costs, awards and damages resulting from the transfer and/or that may be brought about by a third party.

27. Domain name transfer out

If we receive a request from you or the registrant to transfer a domain name from ourselves to another Internet service provider or to change the name servers listed for the domain name, the following procedure applies:

- 27.1. we will affect the transfer or name server change;
- 27.2. you acknowledge that the registrant is able to effect a transfer direct with the relevant registrar and/or registry in certain circumstances and that we may not be able to provide you notice of the transfer.
- 27.3. we shall remove ourselves as the billing, technical or other contact;
- 27.4. any websites at the domain name may become inaccessible;
- 27.5. e-mail and web forwarding Services will be cancelled and e-mail may be lost;
- 27.6. all other Services you have purchased from us for use with the domain name will be cancelled;
- 27.7. you will not be entitled to any refund for any used period of any Services;

27.8. you agree that we shall be released from all subsequent obligations, claims, liabilities or demands arising out of or in relation to that domain name.