

Domain Names – Customer Care

Our Customer Helpdesk is available during Business Hours 9am to 5.30pm Monday to Friday, excluding Weekends and Bank/Public Holidays on 01268 288188

Our Customer Helpdesk Email Address is support@chunkychips.net.

We aim to respond to any support email ticket within 2 Business Hours.

Provisioning

Tel: 01268 288188 Email: provisions@chunkychips.net

Initial Order

To place an order we will need an Domain name order form completed with the required domain name and all your details completed before the order can be placed.

Notifications

Once the order has been placed, we will let you know at each stage how the order is progressing, normally domain names will complete within 24 hours of the order being entered into the system.

Completion

Once the domain name registration has been completed we will send you an e-mail confirmation competition and the domain names expiry date, based upon how long you purchased the domain for.

Support

Tel: 01268 288188 Email: support@chunkychips.net

Reporting a problem

If you have a problem with a domain name, either any WHOIS details or expiry or renewal problems, you must report this to our support@ e-mail address this will automatically log a fault onto our system for one of our team to pick up and deal with for you. You will need to provide all the details about the domain name in question and exactly what the problem is.

Target Resolution Time:

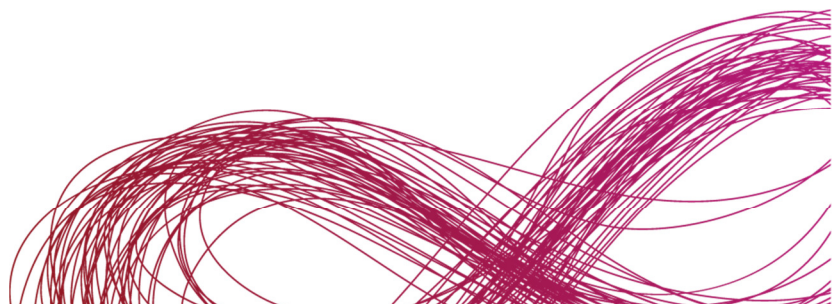
We aim to resolve all domain name faults within 24 hours of being logged

Billing

Tel: 01268 288188 Email: accounts@chunkychips.net

Billing Start Date

You will be invoiced in full at the agreed rate on your order form from the day your domain commences with us. Quoted costs exclude VAT at the prevailing rate.



Cancellation

Tel: 01268 288188 Email: support@chunkychips.net

Domain names can be cancelled at any point, by letting us know via email.

You will need to complete a domain name cancellation form and return to us, and we will then confirm when the domain name will be cancelled. Normally the best time to cancel a domain name would be once you have been notified it is due for renewal, by just replying with "No renew".

We will then set the domain to a non-renewal state and let it expire on its expiry date.

Complaints

Tel: 01268 288188 Email: complaints@chunkychips.net

If you have any complaints about any of the above processes when working with us about your domain name or our working please use the below Escalation Path in the first instance or using the above e-mail address, and this will be dealt with in all due diligence.

Escalation

The majority of Customer Service issues can be resolved very quickly by our Support team. However, if you should encounter a problem, please use the below escalation matrix:

1st Escalation	Support Team Leader	01268 288188	support@chunkychips.net
2 nd Escalation	Account Manager	01268 288188	[Your account manager's email address]
3 rd Escalation	Technical Manager	01268 288188	complaints@chunkychips.net

Please allow 24 hours between each escalation to enable us to deal with your issue thoroughly.

If you should still have no resolution after following our escalation path, you can contact Nominet's Dispute Resolution Service directly at <http://www.nominet.org.uk/disputes/complaining-about-registrar>

Please ensure you follow our Escalation Path prior to contacting Nominet directly.

