

Refund Policy

.NZ domain **names** may be cancelled and registration fee refunded if the domain is cancelled within 72 hours of the domain being registered, you may do this by logging into your account, selecting the domain you wish to cancel and pressing the cancel button. Your domain will be removed from your account and a refund issued **if a transaction has taken place**. If your domain is not removed from your account and you have cancelled it within 72 hours of registration, please contact us via phone or email.

If the domain is cancelled **more than 72 hours after the** time of registration, no refunds can be given and full payment of your invoice is required. This includes any **incorrectly spelt** domains, incorrect extensions or domains that have been refunded in this way within the previous 90 days.

No refunds can be given **for** any domain **names** not in the .NZ name space. e.g .COM, .NET and .ORG's cannot be refunded once the domain has been registered.

Please ensure you have spelt your requested domain name correctly and all the billing and contact details are current and correct.