

# DOMAIN POLICY



These Domain Policies (the “**Agreement**”) are agreements between **Aquirex Technologies** (“**Aquirex**” or “**us**” or “**our**”) and **You** (“**User**” or “**you**” or “**your**” or “**customers**”). This pages sets forth the general terms and conditions of your use of the products and services made available by Aquirex and of the Aquirex.com website (collectively, the “**Services**”).

It is important that we (customer and Aquirex) must follow standards and terms. This document will ensure a successful business operation with a mutual understanding.

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In this Domain Policy mentioned below; you will find the updates made on [April 10th, 2016](#)

[Legal Team – Aquirex Technologies]

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## DOMAIN REGISTRATION TERMS

A domain name is an identification string that defines a realm of administrative autonomy, authority or control within the Internet. Domain names are formed by the rules and procedures of the Domain Name System (DNS). Any name registered in the DNS is a domain name.

Domain name is to determine and locate resources, server, computers such as websites connected to the internet. Each domain carries an IP address to resolve its FQDN (Fully Qualified Domain Name) to Binary which will be 1's and 0's.

### I. DO I REQUIRE DOMAIN NAME FOR WEB HOSTING?

In most occasions! Yes.

However, technically, customer is able to access their contents using a given IP address by the provider and or if the contents are hosted within Aqurex. Thus, efficient way to produce contents with a meaning is always a domain name.

There are plenty of domain registrars who helps finding an available domain and registering. At Aqurex.com we make it easier for our customers; registering their domains on behalf and managing it with a mutual agreement incorporated with Aqurex's policies.

### II. DOMAIN LEVELS

Functionally, domain levels vary based on customer requirement. There are various levels of domain such TLD, ccTLD, SLD, ccSLD... etc.

- a. TLD - Top level domain (.com, .net, .org)
- b. ccTLD - Country code TLD (.lk, .uk, .ca)
- c. SLD - Second level domain (example.com, aqurex.com)
- d. ccSLD - Country code SLD (.co.uk, .gov.lk, .gov.au)

For example, <https://aqurex.com> is a domain consisting of TLD (Top-Level Domain) name .com

Regardless of the levels, Aqurex handles most of the domain requests (including LK domain registration) except for other Country code level domains as the regulations vary depending on the respective countries. However, a customer is eligible to make a request of the possibility of a ccTLD registration. However, Aqurex may not be able to guarantee its complete availability. Aqurex may also requests the customer for government certified and or related documents to confirm the requested domain name claim to the domain registrars. Failed to provide said documents based on the requirement, Aqurex has the right to decline such said request.

### III. BILLING AND ACCOUNT SET-UP PROCEDURE

At Aqurex, Domain names purchases are accounted per annum basis (consisting of twelve [12] in months). Initial domain name charges and its renewal charges may vary based their levels and the popularity of the domains.

For example, <http://example.com> may cost \$13.00 (thirteen U.S dollars) as an initial purchase. However, its renewal may be \$15.00 (fifteen U.S dollars) based on the registrar's charges and current FOREX rates.

Consumers may visit the client portal at <http://secure.aqurex.com> to request for domain availability. Aqurex, will revert back with availability and its charge. Once customer confirms the payment, Aqurex will proceed on purchasing and securing the requested domain. During this transition period, if domain becomes unavailable under unavoidable circumstance, Aqurex will refund the charged amount back to customers account. However, at any state, Aqurex neither guarantees of the availability of the domain nor secures a domain upon consumer request.

If a domain is purchased after customer's payment, the invoice for the requested domain purchase will be dispatched on within five (05) business days.

A common account set-up duration will be between three - five (3 -5) hours soon after the payment is processed (and is subjected to Aqurex's general working hours) and it may vary depend on the additional configuration that a client may require such as adding a hosting, changing name-servers... etc. Otherwise, configuration will be completed within the said working hours.

### III. DOMAIN CONTACT INFORMATION & WHOIS PRIVACY

Each and every domain registered requires information to confirm the ownership and authenticity which is also required for WHOIS information. Aqurex registers each and every domain under its identity unless otherwise a specific customer request is made.

However, a customer has the right to request to hide its identity using WHOIS privacy service. WHOIS privacy protects and hide the domain identity paying a small subscription fee to Aqurex.

### IV. EXPIRATION AND RENEWAL

At Aqurex.com, as a standard we do not fail to follow-up any of our clients' valuable services. Since domain names are subscribed annually, an automated reminder will be sent out prior thirty (30) days & then ten (10) days in order, prior to its expiry. Failed to do so, Aqurex consider such act as a termination and the domain name will be left unrenewed. However, if a response is made within ten (10) days after the expiration, Aqurex shall seek for renewal of the domain based on its availability. In any even if the expiry date reaches more than ten (10) days, customer may be required to make a penalty of \$5.00 (five U.S dollars) to Aqurex along with the domain renewal fee (which Aqurex will invoice) for the domain renewal. However, if the domain is expired and out of

Aqurex's territory, customer will require to bear the payment that is requested by the domain registrar in order to purchase and secure within Aqurex's boundary.

#### **IV. SSL ENCRYPTION & REQUIREMENT**

SSL (known as Secure socket layer) Encryption is a cryptographic protocol designed to provide communication security over a computer network. SSL is widely used by many individuals and organizations to help protect user DATA, and their interactions which are feed through secure channels. SSL is ideal for any websites or services that require user's input interactions such as credit card information, passwords.. etc.

Aqurex.com provide SSL as an exclusive add-on service which can subscribed on an annual basis (twelve months in count). As for SSL, there are various type of SSL certificates that can be offered as seen on [this document](#). In order to obtain SSL certificates customer must confirm that the requested service is provisioned with a dedicated (otherwise known as static) IP (internet protocol address) address. Failed to do so, Aqurex has the right to decline customer request.

#### **V. REFUND POLICY & TERMINATION**

Domain name purchases are non-refundable as they are annually (twelve months in count) subscribed. However, customers can request to terminate service at any given time using our portal at <https://secure.aqurex.com> or contacting us at [domain@aqurex.com](mailto:domain@aqurex.com)

Regardless of the domain validity, domain names are automatically set to expire when a customer fails to respond for a renewal request sent by Aqurex within the given duration.

#### **VI. DOMAIN TRANSFER**

Commonly, domain transfers are not possible until sixty (60) days of the initial purchase. Once the said days are covered, domains are available for transfer. In any event, customer and/or an organization requires a transfer to another registrar or to a provider. Aqurex.com is happy to assist fulfilling the customer needs. Users may contact us at [support@aqurex.com](mailto:support@aqurex.com) or report via a support requested within <https://secure.aqurex.com>.

Domain transfers are not free as there will be charges involved. User and or the corresponding personnel has to be the bearer of the transfer cost in which case it is the user who request for the transfer. Once the transfer is completed, Aqurex.com will not be responsible for the said domain or its related services.