

Domain Name Policy

This Domain Name Policy ("Policy") outlines the terms and conditions related to domain registration, renewal, transfer, and cancellation for services provided by **HK Data Solutions (Pty) Ltd**, trading as **Dev Rocket** ("we," "us," "our"). By registering a domain through Dev Rocket, the Client ("you," "your") agrees to the terms in this Policy.

1. Domain Registration

1.1 Domain Ownership & Registration

- Domains are registered in the **client's name**, but Dev Rocket remains the **admin contact** and **registrar of record** during the hosting period.
- The client must provide **accurate and complete contact details** at registration.
- Dev Rocket registers domains with third-party registrars and complies with their policies.

1.2 Domain Registration Fees

- Domain registration fees are **non-refundable** once the registration process is completed.
- Domain pricing varies based on TLD (e.g., .co.za, .com, .org) and is subject to change.

1.3 Domain Renewal

- Domains must be **renewed annually** unless included in an active hosting plan.
 - Clients will receive renewal reminders before expiration.
 - Failure to renew a domain on time may result in **suspension or loss of the domain**.
-

2. Domain Transfers

2.1 Transferring a Domain to Dev Rocket

- Clients may **transfer existing domains** to Dev Rocket.
- The domain must be **unlocked** and have a valid **transfer authorization code (EPP key)**.
- The client must ensure they have **full ownership rights** before initiating a transfer.

2.2 Transferring a Domain Away from Dev Rocket

- Clients may transfer their domain away at any time **except in the following cases**:
 - The domain was **registered within the last 60 days**.
 - There are **unpaid balances** on the client's account.
 - The domain is involved in a **legal or dispute process**.
- Clients must request a **domain transfer authorization code (EPP key)** via email.

- Dev Rocket will process transfers within **5 business days**, provided no restrictions apply.
-

3. Domain Cancellations & Ownership Terms

3.1 Cancellations & Non-Renewal

- Clients may **choose not to renew** their domain.
- If a domain is not renewed, it will **enter an expiration period**, after which it may be **released back to the registry** or become available for public registration.
- Dev Rocket is **not responsible for loss of a domain** due to late renewal or non-payment.

3.2 Ownership Conditions for Free Domains

- Clients who sign up for **Dev Rocket's hosting plans that include free domain registration** will retain the domain as long as they maintain an **active hosting subscription**.
 - If a client **cancels within 12 months** and wants to keep the domain, they must **purchase it from Dev Rocket** at a transfer fee.
 - If the client **does not want the domain**, the cancellation is at **no cost**, and the domain is forfeited.
-

4. Domain Disputes & Liability

4.1 Domain Disputes

- Domain registrations are **subject to ICANN, ZACR, or relevant domain registry policies**.
- Dev Rocket will comply with all **dispute resolution procedures** set by the relevant authorities.

4.2 Limitation of Liability

- Dev Rocket is **not liable** for:
 - Domains lost due to **client negligence**, including late renewal payments.
 - **Trademark disputes** related to domain names registered by clients.
 - Domains registered by third-party providers outside of Dev Rocket's control.
-

5. Changes to This Policy

Dev Rocket reserves the right to update this policy at any time. Continued use of our services constitutes acceptance of any modifications.

6. Contact Information

For domain-related inquiries, transfers, or disputes, contact:

Dev Rocket (HK Data Solutions (Pty) Ltd)

Email: **support@devrocket.co.za**

Website: **www.devrocket.co.za**