

# Service Order Domain Name Registration

Last Update: 23 April 2026

This Service Order (“SO”) is a substantial and integral part of the General Service Conditions of Papaki (“GSC”) available at the page <https://web.papaki.com/oroi-xrisis/?lang=en>.

The GSC and this SO, along with the policies and procedures of the Registration Authority and ICANN, establish the terms and conditions for the provision of the Domain name management service (hereinafter the “Service”) by Enartia Single Member S.A. (hereinafter “Enartia”, “Company”) to the Client. The Commercial Offer published on the <https://web.papaki.com/?lang=en> website or made known to the Customer through our sales channels and accepted by the Customer is an integral part of these terms and conditions (“Offer”). Words with the first letter capitalized used in this SO have the same meaning as defined in the GSC.

## Article 1 – Definitions

### **Registrar Transfer:**

The Registrar Transfer process is used to transfer the management of a domain name from one accredited registrar to another, at the price indicated in the Commercial Offer. The domain name must be eligible for transfer under the terms imposed by the outgoing registrar and/or the relevant Authority or any subcontractor involved in providing the services. The cost and duration of the service are specified in the Commercial Offer and depend on the applicable Authority.

### **Change of Domain Name Holder/Owner:**

The change of owner process allows the registered holder of a domain name to be changed, at the price indicated in the Commercial Offer. Depending on the domain extension, this may be carried out simultaneously with a registrar transfer or afterward. The holder must follow the Company’s and the Authority’s policies and instructions in effect at the time.

### **Authoritative Domain Name Server:**

A Domain Name Server that is responsible for maintaining the complete and accurate data related to specific portions of the domain namespace tree.

### **Personal Data:**

Any information concerning an identified or identifiable natural person (“data subject”). An identifiable person is one who can be identified directly or indirectly, particularly through identifiers like a name, ID number, location data, online identifiers, or characteristics specific to their physical, physiological, genetic, mental, economic, cultural, or social identity.

### **Reserved Domain Name:**

A domain name reserved for a specific entity, which may be activated upon submission of an activation request to the Registry via the Registrar.

### **Domain Name Assignment:**

The act of registering a domain name in the Registry on behalf of a specific natural or legal person, granting exclusive usage rights to that domain name.

**Domain Name Activation:**

The process of making a domain name functional on the Internet through its registration with the appropriate Name Servers.

**Domain Name Server (DNS):**

An information system connected to the Internet, whose main functions are to manage the domain name hierarchy and resolve domain names to IP addresses, in accordance with the Domain Name System.

**Company or Registrar:**

"Enartia Single Member S.A.," a company headquartered in Heraklion, Crete, at 66 Ionia Street, with VAT number 999082935.

**DNS Security Extensions (DNSSEC):**

A security protocol suite that adds authentication to the DNS. DNSSEC records are inserted into the Registry by the Registrar upon request from the domain holder. Changes to the name server of a DNSSEC-enabled domain may require coordination between the old and new registrars and/or temporary removal of DNSSEC records to ensure service continuity.

**IP Address:**

A unique numerical identifier assigned to a device on the Internet or a local network. There are two types:

- IPv4 (e.g., 192.168.1.1), the most common format
- IPv6 (e.g., 2001:db8::ff00:42:8329), a newer format with larger address space

**Registration:**

The overall process of assigning a domain name, starting from submission of a registration request to the Registrar and ending with the official assignment in the Registry.

**Registrar:**

A natural or legal entity authorized to receive domain name registration requests, as well as requests for transfers, updates, deletions, renewals, registrar changes, and security enhancements. Customers may verify the registrar of a gTLD domain via ICANN at <https://lookup.icann.org>. For ccTLDs, customers can consult <https://www.iana.org/domains/root/db> for the appropriate Registry Authority (RA) and WHOIS/RDAP tools.

**Registrant:**

A natural or legal person who submits a domain registration request through a Registrar.

**Domain Authorization Code:**

A string of characters that authenticates the domain name holder to the Registry and enables domain management. It is typically temporary, generated upon the registrant's request, and sent to the email address registered with the Registry.

**Domain Name:**

An alphanumeric string assigned to a natural or legal person for exclusive use in Internet-related services and protocols, either directly or with their consent.

**Customer:**

The domain name holder or owner.

**Domain Name Holder/Owner:**

The natural or legal person to whom the domain name is assigned.

**Domain Name Administrator:**

A natural or legal person authorized by the domain owner to manage the service via the control panel provided by the Company. The Administrator must have proper authorization and keep the owner informed of all contractual obligations arising from this SO. The provisions of SECTION I – TERMS FOR REQUESTING SERVICES ON BEHALF OF THIRD PARTIES in the GTCs apply.

**Papaki:**

An online platform for product distribution created by "Enartia Single Member S.A.".

**Registration Authority (RA):**

A national or international authority responsible for defining rules and procedures for domain name assignments and managing registries and root name servers for various TLDs (hereafter referred to as the "Authority" or RA).

**TLD:**

Top-Level Domain, either a country code TLD (ccTLD) or a generic TLD (gTLD), such as .com, .net, or .gr.

**WHOIS or RDAP:**

Protocols used to provide public access to information about registered domain names, as maintained by Registration Authorities.

**Article 2 – Domain Name Registration**

**2.1.** The Company registers domain names in its capacity as an official registrar and acts as an intermediary between the Customer and the Registry Authority (RA) or any other company/organization acting as an official registrar or responsible for managing the central database. The Company has no influence over the allocation of domain names. The Customer / user and/or future owner of the domain names must read, understand, and agree to the applicable Management and Assignment Regulations of the respective registry or cooperating companies/organizations for the selected domain name extensions (TLDs), including all subsequent amendments.

By registering domain names through the Company, the Customer confirms that they have read and agree to the terms and conditions set forth by each registry and/or partner companies for managing and assigning TLDs. The Customer also confirms that the information provided to the Company is true and accurate and that, to their knowledge, they are not infringing on third-party rights.

Other relevant regulatory texts are available at: <http://www.icann.org/en/dndr/udrp/policy.htm>

- [Terms & Conditions for .GR domains](#)
- [ICANN Terms & Conditions for gTLDs](#)
- [Terms & Conditions for .EU](#)

- [Tucows Provider Terms](#)
- [Terms & Conditions for .ME](#)
- [Enom Provider Terms](#)
- [Terms & Conditions for .ORG](#)
- [OpenProvider Terms](#)
- [Terms & Conditions for .INFO](#)
- [Terms & Conditions for .CO](#)
- [Terms & Conditions for .BIZ, .COM, .NET, .NAME, .PRO](#)
- [Terms & Conditions for .TV](#)
- [Terms & Conditions for .UK](#)
- [Terms & Conditions for .COM.CY & .CY](#)

The Customer additionally accepts the rights and obligations of a registrant as set forth on ICANN's official website. Registries following ICANN's policy are listed [here](#).

**2.2.** The Company completes the registration after confirming the Customer's payment. Registrations are processed in real time for payments via PayPal, card, credits, and IRIS; however, for wire transfers and bank payments, the registration is completed after confirmation by the Company's accounting department. The Company is not liable if, during or after payment processing, the selected domain name is registered by another party. In such cases, the Customer may either choose another available domain name or request a refund. Certain registries may require additional documentation or steps (e.g., asynchronous registrations) to complete the registration and verification.

Domain pricing is specified in the Commercial Offer/Price List and typically refers to a one- or two-year term, unless otherwise requested by the Customer (e.g., multi-year registration), where applicable.

Domain registration with the competent RA and entry into the Domain Name Registration Statement Registry follows the principle of chronological order.

### **2.3. Specific Renewal Requirements →**

Some TLDs must be renewed a specific number of days before the expiration date. See detailed information [[here](#)].

### **2.4. Specific Cancellation Conditions – Right of Withdrawal**

**2.4.1.** The registration, transfer, or renewal of a domain name constitutes a service that is fully performed upon submission of the relevant request to the competent registry and the reservation of the domain name in favor of the Customer. The Customer acknowledges that, pursuant to Article 16 of Directive 2011/83/EU, Greek Law 2251/1994, and the mandatory regulations of the competent registries (including, indicatively, ICANN and the .gr Registry), the right of withdrawal does not apply once the registration process has commenced or been completed. All charges relating to domain names are non-refundable.

**2.4.2.** An exception applies to new registrations of domain names under the .gr and .ελ extensions. The submission of a Domain Name Registration Declaration for a .gr or .ελ domain to the Registry is carried out through the Company, in accordance with the applicable EETT Regulation in force from time to time. The Customer acknowledges and accepts that, from the moment the Registration Declaration is submitted to the Registry, the registration process commences immediately.

**2.4.3.1.** The Company reserves the right, in accordance with the EETT Regulation, to revoke the Registration Declaration within five (5) days from its submission to the Registry, in particular in cases of:

- (a) erroneous submission,
- (b) request by the Customer, or
- (c) non-payment of the relevant fees.

**2.4.3.2.** The Customer acknowledges that the above right of revocation relates exclusively to the management of the Registration Declaration before the Registry and does not constitute a right of withdrawal or an automatic right to a refund.

**2.4.3.3.** Upon expiry of the above five (5)-day period, the Domain Name is definitively allocated and revocation of the Registration Declaration is no longer possible.

**2.4.3.4.** No refund shall be provided for successfully completed Domain Name registrations, unless otherwise determined by the Company by way of exception or in the event of a proven technical error.

**2.4.3.5.** The Customer is solely responsible for timely exercising the above right so that it may be successfully executed within the prescribed period, and must follow the procedure below:

submission of a written request through the administrator account.

Upon expiry of the five (5) calendar days, the Customer acknowledges that this right is lost and that no refund shall be made.

**2.4.3.6.** If the domain name is cancelled within the above period, the registration fees shall be refunded in the form of credits to the same Customer's account, which may be used for a future transaction. The Company shall send the Customer an informational email so that the Customer may proceed with a new domain name registration by following the instructions of the Company's representative.

## **2.5. Special Terms for Premium Domains**

The Company does not offer the registration of Premium domains via its website; therefore, during availability searches, a Premium domain may appear unavailable even if it is technically available in the Registry. The Company is not liable for the non-display of Premium domain availability.

Already registered Premium domains can be managed by the Customer (e.g., nameserver changes) and can be renewed via the Control Panel. However, renewal is handled manually by the Company's relevant departments due to variable pricing policies from Premium domain providers. Therefore:

- No fixed renewal cost is guaranteed for Premium domains.

- The Company reserves the right to charge an additional fee if provider costs increase, even after initial payment.
- The registrar may, at its discretion:
  - Notify the Customer and request payment of the difference before renewal;
  - Absorb the cost difference up to a certain threshold;
  - Fully manage the renewal manually to verify the cost before confirming it to the Customer.

## **2.6. Special Terms for .GR Domain Names**

**2.6.1.** If the variable field of a second-level domain name coincides with a geographical term listed in the register of geographical terms published on the EETT website in Greek and Latin characters (according to Annex IB of the Regulation), the Customer declares that they are the competent Local Government Authority.

**2.6.2.** In the case of registering a domain name with the .gov.gr extension, the Customer declares that they are a government organization.

**2.6.3.** The Customer agrees not to submit repeated unpaid orders for the same .GR domain name, thereby reserving the domain name in the Registry system.

**2.6.4.** The Customer is required to have settled all financial obligations with the previous Registrar regarding the domain for which they are requesting a change of Registrar.

**2.6.5.** The Holder is required to ensure that any subsequent changes to the Holder's legal name and all other registration information for the domain name with a .gr or .ελ extension are communicated to both the Registrar and the Registry within one month of the change.

**2.6.6.** If the Customer opts for the application review service and a Company consultant is involved, the Consultant Service Terms apply: <https://web.papaki.com/legal/tld-gr-symvoulos/?lang=en>.

**2.6.7.** A Domain Name with a .gr or .ελ extension is permanently deleted in any of the following strictly defined cases:

**(a)** If requested by the Holder via the Registrar managing the domain, to the Registry.

**(b)** Automatically or following a complaint by a third party with legitimate interest, in the following cases:

### **2.6.7.1.**

If the Registration Declaration was not accurate in its mandatory fields, especially if:

**(a)** The identity of the Holder cannot be determined from the Registry data, and/or

**(b)** The accompanying statutory declaration is proven to be false.

### **2.6.7.2.**

If the variable field of the domain is identical or confusingly similar to another name with rights under national or EU law, and the .gr/.ελ domain:

**(a)** Was registered by a party with no rights or legitimate interest in the name, and/or

**(b)** Was registered or used in bad faith.

### **2.6.7.3.**

If there are grounds preventing assignment under Article 8 of the Regulation (unless the domain was assigned before 30-12-2002). Clause (g) of paragraph 1 of Article 8 applies only to domains registered after 08-08-2011.

### **2.6.7.4.**

If the Holder fails to report changes to registration details within 30 days after the domain is temporarily deactivated.

### **2.6.7.5.**

If the domain was registered contrary to the principles of good faith, unless it was assigned before 30-12-2002.

#### **2.6.7.6.**

If the Holder uses or allows use of the domain in bad faith, including by third parties or for subdomains, in a manner that justifies deletion under this article.

#### **2.6.7.7.**

If the Holder is a natural person and has passed away, and no legal heir or executor requests transfer within 12 months of death.

#### **2.6.7.8.**

If the Holder is a legal entity that ceases to exist, and the successor entity fails to request domain transfer within 6 months of succession.

#### **2.6.7.9.**

If the domain represents an official emblem of the Greek state, other states, international organizations, or symbols of great significance (e.g., religious terms).

#### **2.6.7.10.**

If the domain is contrary to public order or accepted moral standards.

**2.6.7.11.** Following a decision by a public prosecutor, court, arbitral body, or competent administrative authority enforceable in Greece ordering the domain's deletion.

- **2.6.7.12.** If a .gr or .ελ domain is deleted or temporarily deactivated, all forms of that domain are also automatically deactivated or deleted according to paragraphs 10, 11, 14, and 15 of Article 3.
- **2.6.7.13.** Based on a third-party complaint with legitimate interest and a decision by EETT, a domain name can be deactivated even if it was previously activated based on the Holder's declaration or by enforceable court/arbitral order.
- **2.6.7.14.** If it is found that a deleted/deactivated domain has been re-registered or reactivated by the same person without justification, the Registry may re-examine and delete or deactivate the domain name again.

**2.6.8.** The chronological priority of registration declarations submitted by registrants is guaranteed only by the Registry's protocol number, not by submission to the Registrar.

### **2.7. Special Terms for .COM.CY & .CY Domain Names**

**2.7.1.** For the successful registration of a .COM.CY or .CY domain name, the Company assumes full responsibility for creating the necessary account in the .CY Registry and for assigning the respective Roles. During the domain name application and activation process, the following information must be provided to the Registry:

- a. Registrant Contact,
- b. Administrative Contact,
- c. Technical Contact,
- d. Billing Contact.

**2.7.2.** The Customer shall be the exclusive Registrant of the domain name, while the Company will act as the Administrative, Technical, and Billing Contact with the Registry.

**2.7.3.** To complete the process above, an e-mail account is created on the Company's server on behalf of the Customer. This e-mail is used exclusively for the purpose of account creation in the Registry. Any incoming correspondence to this address is automatically forwarded only to the e-mail address provided by the Customer during the order process.

Each application is submitted manually by filling out the online application form in the .CY Registry and is assigned a priority number based on the date and time of submission.

Final domain name availability is confirmed by the Company only after the service has been paid for by the Customer. The Company cannot guarantee registration at an earlier point in time.

**2.7.4.** The Company is not liable if, during or before or after the Customer's payment, the chosen domain name is registered by another party. In such cases, the Customer may choose a different domain name or request a refund.

**2.7.5.** Upon successful registration of the .COM.CY or .CY domain name in the Registry and issuance of the Usage License, the Customer obtains the right to use the domain name for the duration of the License period.

The License is valid only for the duration of its term and does not confer ownership or any other intellectual or commercial rights over the domain name.

The License is valid for one (1) year and can be renewed for one (1), two (2), or five (5) years.

**2.7.6.** The renewal fee must be paid at least 20 days before the License expires. The Customer must complete and pay for the renewal order within the defined timeframe, allowing the Company to timely renew the service in the Registry system.

Renewal is performed manually via the Registry system. Upon renewal, a new agreement is considered concluded between the Administrator and the Registrant, governed by the applicable rules.

If the Registrant does not comply, the License will be canceled, including a 15-day grace period after expiration.

**2.7.7.** The License may not be transferred to another party except with additional Registry fees and only in the following cases:

a. Inheritance rights, for natural persons.

b. Merger or acquisition of one legal entity by another.

Transfer requires submission of all necessary legal documents to the Registry, as defined by applicable law.

**2.7.8.** Termination of the License can be done through the Registry system. All fees paid are non-refundable.

Termination leads to deletion of the .COM.CY or .CY domain name from the Registry.

The domain will remain reserved for 15 days after termination, and renewal within this grace period will incur additional cost.

Cancellation of the License may also be initiated by the Administrator in the cases detailed in the Regulation.

**2.7.9.** The Customer declares and accepts that the domain name being requested does not fall into any prohibited categories, as defined in the Regulation. Specifically, it is not:

a. A domain name already registered by another person or similar enough to cause confusion. In such cases, applications are processed in order of submission, and all others are immediately rejected if one is accepted.

- b. A domain name containing obscene words and/or violating public order, national security, or morality, or requested in bad faith, or with illegal content under the laws of the Republic of Cyprus.
- c. A domain name related to political figures or historical/political matters requiring special permission from a competent authority, unless such permission is submitted to the Administrator.
- d. A domain name with extreme political, Nazi, or racist content.
- e. A domain name conflicting with Cypriot laws, including international treaties concerning intellectual property rights (e.g., trademarks, well-known international marks).
- f. A domain name shorter than three characters. Permitted characters include A–Z, a–z, 0–9, and (-). The hyphen cannot be the first or last character.
- g. A domain name that falsifies a geographical name (toponym), representing an official location per the official maps of the Department of Lands and Surveys of the Republic of Cyprus. Such names may be assigned only to Local or Governmental Authorities. If a company name or trademark includes a real geographical term, it must include the entity name in the domain.
- h. A domain name identical to an official point of reference of the Republic of Cyprus or other countries or international organizations/entities per Article 6 of the Paris Convention for Industrial Property, including symbols or religiously significant terms.
- i. A domain name suspected of being intended for cybersquatting.
- j. A domain name deleted due to non-renewal, during a 1-month retention period.
- k. A domain name used for illegal activity in areas of the Republic of Cyprus outside the government's effective control.

The Company bears no obligation or responsibility to verify that the above conditions are met by the Customer.

**2.7.10.** The Company may request additional documentation from the Customer if needed to complete the registration of a .COM.CY or .CY domain name in the Registry.

**2.7.11.** The Customer is obligated to:

- a. respond immediately (within 48 hours) to Company requests for documents required by the Registry.
- b. respond immediately to Registry requests for documentation.
- c. inform the Company of any changes to their information as soon as possible, and in any case within five (5) days. The information must remain accurate and up to date.
- d. notify the Company of any legal, administrative, or arbitration proceedings involving the .COM.CY or .CY domain name.  
Failure to update such information in time may result in License cancellation.

**2.7.12.** The Company bears no liability for any loss or damage caused to the Customer due to failure to provide timely or accurate information as specified above.

## **2.8. Aftermarket Domain Names (Afternic) – Third-Party Terms & Liability Framework**

**2.8.1.** The Company may enable the Customer to purchase domain names available on the secondary (“aftermarket”) domain name market through a third-party platform or provider (indicatively, Afternic). Such aftermarket domain names are offered, sold and transferred by their respective current registrants and/or their authorized partners. The Company does not act as the seller of the domain names and provides the service solely in the capacity of an intermediary/reseller.

**2.8.2.** The Customer acknowledges that the completion of an aftermarket domain name transaction may be subject to additional terms and conditions imposed by third parties, including the relevant platform/provider and, where applicable, the competent registrar or registry. Such terms shall apply in addition to the present Service Order and the General Terms and Conditions (GTCs). In the event of inconsistency, mandatory provisions of applicable law, registry policies and binding third-party terms governing the specific transaction shall prevail.

**2.8.3.** The Company does not provide any assurance as to the availability, completion, transfer timeline or final price of an aftermarket domain name, as these elements are determined by factors outside the Company’s control, including third-party acceptance, transfer procedures, technical or regulatory requirements and pricing decisions. The transaction shall be deemed completed only upon confirmation by the third-party platform/provider and the successful completion of the transfer in accordance with the applicable procedures.

**2.8.4.** Where a transaction cannot be completed for reasons not attributable to intentional misconduct or gross negligence of the Company, the Customer shall be entitled to a refund of the amount paid for the specific transaction or, where applicable, to a corresponding account credit, in accordance with the policies and constraints of the third-party provider. No further compensation or indemnification shall be owed for indirect or consequential losses.

**2.8.5.** The Customer remains solely responsible for ensuring that the registration and use of an aftermarket domain name does not infringe any third-party rights, including intellectual property or other proprietary rights, and for conducting any appropriate due diligence prior to purchase. The Company does not perform legal or rights-clearance checks and shall not be liable for disputes or claims arising in connection with the Customer’s selection, acquisition or use of an aftermarket domain name.

**2.8.6.** All other provisions of the present Service Order concerning domain name registration, transfer and expiration, as well as the liability limitations set out in the General Terms and Conditions, shall apply accordingly.

## **Article 3 - Domain Expiration**

**3.1.** The Customer is solely responsible for renewing the domain before its expiration date. Upon domain expiration, all associated services are deactivated, and all related content is deleted (hosting, any email addresses, etc.). The Customer acknowledges and accepts that once the domain expires, they lose all related rights to it.

**3.2.** For gTLDs for which the Company is the domain name registrar, the Company may offer the Customer the possibility to renew the domain within 20 days after the expiration date, during the so-called "Expiration Period," where permitted by the rules of the competent Registry Authority (RA). In any case, the Customer is obliged to pay the Company the applicable fees and any additional charges for the late renewal and complete the renewal process within the aforementioned timeframe. The Customer acknowledges and accepts that the Company does not guarantee the successful renewal of the domain during this Expiration Period.

**3.3.** For gTLDs for which the Company is the domain name registrar, where permitted by the rules of the competent RA, at the end of the "Expiration Period" the Customer formally accepts that the Company reserves the right, at its sole discretion, to either:

A) transfer ownership of the expired domain name to itself or to one of its group companies and renew the domain in its own name. Consequently, the Customer acknowledges that the Company or one of its group companies becomes the domain's Registrant, acquiring all associated rights.

Only in this case, the Company will offer the Customer an additional option to request the return of the domain within 90 days from the initial expiration date, subject to payment of the corresponding recovery cost. If exercised, the Company will transfer ownership of the domain back to the Customer. After this additional 90-day period, if the Customer does not exercise this right, they will be considered to have abandoned the domain and waived any interest in using it; or

B) renew the expired domain at the Company's expense, without changing the WHOIS data, having received the Customer's explicit approval. In this case, all services associated with the domain (hosting, email, etc.) will remain deactivated, and the Company may publish an advertising landing page for the domain name. The Company will not pay the Customer any compensation for such courtesy page activities. The Customer will remain the owner of the domain and, while it remains active with the Company, may regain control by paying the renewal cost according to the prices and terms in effect at the time of the request.

The Customer formally accepts that the decision to adopt one or none of the above options lies solely at the Company's discretion. The Customer waives any right to object or make claims in this regard.

In most cases, once a domain name expires, it enters a "quarantine" period during which only the existing owner has the right to renew it. The Customer can be informed about the duration of the quarantine period from the Company's [price list](#) or by contacting the Company's Customer Service Department.

If no quarantine period applies, the domain name either enters the "redemption" period directly or is deleted according to the rules of the respective registry.

For .DE domain names, deletion occurs immediately upon expiration, as stated [here in](#).

## **Article 4 - Domain Redemption**

After the quarantine period ends - or directly after domain expiration if no quarantine period applies - the domain name enters the redemption period, which typically lasts around 40 days, depending on the responsible Registry Authority (RAA) and the domain extension.

The Customer must contact the Company's Support Department to be informed of the exact duration of the redemption period for their domain name.

The Company cannot guarantee the successful renewal of a domain name during the redemption period. Therefore, it is strongly recommended that the Customer renew their domain name before its expiration date.

## **Article 5 - Renewal of Expired Domains**

The renewal cost from quarantine is the same as the standard renewal cost before domain expiration.

To renew a domain name from redemption, an additional redemption fee is added to the renewal cost. This fee varies by extension and is displayed in the [Company's price list](#) for the Customer's information.

If the price is not shown, the Customer must contact the Company's Support Department to obtain the total redemption renewal cost for the specific domain name.

The Customer acknowledges that the redemption duration and the renewal cost vary depending on the domain extension and that it is the Customer's responsibility to be aware of the registry's specific terms for the domain names they hold.

## **Article 6 - Deletion and Restoration of a Domain Name**

**6.1.** A domain name may be deleted for reasons other than expiration, such as incorrect registrant information being provided or the registrant failing to confirm the WHOIS/ownership details with the Registrar within 15 days, as required by the ICANN regulations. After the 15-day period, and if the required information is not submitted on time, the Registrar has the right to delete the domain name. In this case, the domain name is placed under "Registrar Hold" (or "Client Hold") status, its operation is suspended, and it cannot be transferred until the registrant provides accurate and up-to-date WHOIS details. The domain name owner must submit official documents to verify the authenticity of their information (e.g., ID or passport), in order for the Registrar to restore the domain name. There may also be an automated process available via a confirmation link sent to the owner's email. Specifically, in cases of illegal or prohibited activity, the Registrar reserves the right to suspend operation (Registrar Hold or Client Hold) and proceed with deletion of a domain following a court order, judgment, or arbitration decision requiring such action, or where required by applicable national or EU law.

**6.2.** The domain name owner must submit official documents verifying the authenticity of their information for the Registrar to restore the domain name.

**6.3.** Specifically in cases of illegal or unauthorized activity, the Registrar retains the right to suspend operation (Registrar Hold or Client Hold) and proceed with domain name deletion, even after confirmation of ownership information.

**6.4.** The domain name owner may request the deletion of a domain name by submitting a deletion request accompanied by the necessary supporting documents required by each registry. In such cases, the domain name will be deactivated/deleted and will no longer be usable by the Customer. No refunds are given in the case of a deletion request.

## **Article 7 - Domain Name Transfer / Registrar Change**

**7.1.** The Company, as an ICANN-accredited Registrar, provides new registrations of gTLDs (such as .COM, .NET, .BIZ, etc.) directly, without intermediaries. For already registered domain names, the transfer is automatically performed upon their next renewal. The transfer is completed within 5 (or 10) days from the date the domain name renewal is ordered, after which the renewal itself is completed.

**7.2.** The Customer may receive an email directly from ICANN requesting confirmation of their information via a link in order to ensure a smooth transfer and renewal. During the 5 (or 10) day period, it is not possible to change the nameservers. A change of Registrar can only occur 60 days after the renewal of the domain name.

**7.3.** As defined by ICANN's Transfer Policy, the domain name registrant expressly authorizes the Company or its authorized partners, when necessary, to act as a "Designated Agent" to approve changes in registrant information on their behalf.

**7.4.** To complete a transfer or change of legal entity information, the Customer must submit the necessary identification documents as required by the relevant registry, per applicable legislation and/or registry rules (e.g. transfer form, legal entity documentation, identification of legal representatives, etc.). The same requirement applies in cases of inheritance. If the required documentation is not submitted, the Company cannot complete the requested transfer. Depending on the domain name extension, additional fees may apply.

**7.5.** The Customer acknowledges and accepts that any change concerning the name, surname, organization/company, or email address of the Registrant of a gTLD domain managed by ICANN is subject to the procedure described below, in accordance with [ICANN's Transfer Policy](#) (ICANN Transfer Policy).

### **7.6. Specific Definitions:**

- **“Change of Registrant”:** Refers to a material change in the following information:
  - Name of registrant,
  - Organization of registrant,
  - Email address,
  - Administrative contacts (if the registrant's email does not exist).
- **“Material Change”:** Refers to any change that is not a minor typographical correction in name, surname, organization, or any change to the email address.

- **“Current Registrant”**: Refers to the entity or individual who registered the domain name at the time the Change of Registrant is requested.
- **“New Registrant”**: Refers to the entity or individual to whom the Current Registrant requests to transfer domain ownership.
- **“Transfer Lock Period”**: Refers to the 60-day period from the date the Change of Registrant process is completed, during which the domain cannot be transferred to another Registrar.

### 7.7. Registrar Change Process

For Registrar change requests, the Company or the registrant will receive authorization to proceed from both the current and the new Registrar.

The new Registrar must agree to the Registrar’s Registration Agreement, available at:

- <https://web.papaki.com/privacy-notice/domain-name-registration/?lang=en> or
- for domain names managed by a Registrar other than the Company:  
<https://web.papaki.com/legal/tld-gtld-policies/?lang=en>

The current registrant acknowledges that, by releasing the Company and the domain holder from any relevant liability, if they intend to transfer the domain to another Registrar, they must perform the ownership change before initiating the Registrar change to avoid the Transfer Lock Period.

The Registrar will send an email notification confirming the Registrar change to both the new and existing Registrar within one (1) business day of the Registrar change being completed, specifying the domain names involved and providing a contact address for any clarifications.

The procedure above may be substituted by an alternative process, based on Company instructions, and shared with the Customer after submission of the request, and may also comply with any applicable dispute resolution procedures required by the registration authorities.

### 7.8. Modifications to .gr or .ελ Domain Name Holder Info:

1. Changes must be made through the Registrars.
2. The Registrar receives the "Holder Information Change Declaration" or the "Name Change Declaration" (which requires verification of the Holder’s identity). This can be submitted electronically or in printed form. The Registrar verifies the identity of the submitting party via personal identification data (e.g., VAT number, ID number) or advanced electronic signature based on a recognized certificate, and then forwards the declaration electronically to the Registry within one (1) business day, subject to the legal fee payment by the .gr or .ελ domain name Holder.

3. The Registry automatically updates its records with the changed .gr or .ελ domain information and applies any necessary technical changes to the name servers.
4. If EETT finds, either ex officio or via third-party complaint, that a name change was made contrary to the Regulation, it may annul the change and restore the domain name to the previously registered holder details.
5. The Holder must ensure that all subsequent changes in name and other registration information related to the .gr or .ελ domain name are communicated to the Registrar and Registry within one month of the change, as outlined in this Regulation.

## **7.9. Transfers During a Dispute**

### **Transfer of a domain name to a new registrant:**

The Customer may not transfer their domain name registration to another owner:

- (i) during any ongoing administrative proceeding under Paragraph 4 of ICANN's Uniform Domain Name Dispute Resolution Policy (UDRP), or for a period of fifteen (15) business days thereafter; or
- (ii) During any ongoing court or arbitration proceeding related to the domain name, unless the transferee agrees in writing to be bound by the decision of the court or arbitrator.

The Company reserves the right to cancel any domain name ownership transfer that violates this paragraph.

### **7.10. Transfer to another Registrar:**

The Customer may not transfer their domain name to another Registrar during any ongoing administrative proceeding under Paragraph 4 of [ICANN's UDRP](#) or for a period of fifteen (15) business days after its conclusion. A domain may be transferred to another Registrar during ongoing court or arbitration proceedings only if it remains subject to the dispute policy in effect. If a domain is transferred to the Company during such a proceeding, the dispute will remain governed by the original Registrar's dispute resolution policy.

For more information, please refer to [ICANN's Transfer Dispute Resolution Policy](#).

## **Article 8 - Additional Services**

**8.1.** If the Customer intends to keep the domain name registered in the Company's DNS, the Company will offer the Customer, included in the price, additional services as stated in the public offer on the website <https://web.papaki.com/katoxirosi-domain/?lang=en>, which are automatically available to the Customer.

**8.2.** The use of the provided email service is subject to the terms and conditions of the email services published on the page <https://web.papaki.com/legal/email-hosting/?lang=en>, which is considered an integral part of this domain name service purchased by the Customer. The Customer acknowledges that by proceeding with the purchase of the domain name, they automatically accept the terms and conditions of the additional email service selected.

**8.3.** The use of the included free hosting package is governed by the terms and conditions of the hosting service published on the page <https://web.papaki.com/legal/katoxirosi-domain/?lang=en>, which is considered an integral part of this domain service purchased by the Customer. The Customer acknowledges that by proceeding with the purchase of the domain, they automatically accept the terms and conditions of the additional hosting service selected.

**8.4.** If, during the active service period, the Customer decides to transfer the domain name to another registrar or another domain administrator/provider, or to use an authoritative DNS different from the Company's for the domain name, or if the domain is subject to re-delegation, dispute, or termination, the aforementioned services and related content will be canceled without possibility of recovery. Therefore, the Company urges the Customer to periodically create backups. It is also reminded that the Customer is responsible for checking and disabling the DNSSEC service before proceeding with the transfer of the domain name to another Registrar or if modifying the DNS to authoritative DNS other than those of the Registrar.

**8.5.** Before submitting a request for transferring a domain name from one billing account to another, or, if possible, for changing the domain name owner, the Customer must check which services related to the domain name may be disabled due to the transfer or completion of the ownership change. The Company is not liable for any damage caused by interruption or cancellation of these services.

## **Article 9 – Duration, Termination and Revocation**

**9.1.** This agreement includes the execution of activities related to one-time services (“One-time Services”) and activities that, conversely, are performed over time (“Duration Services”).

**9.2.** In the case of one-time services, this agreement expires, subject to the Customer's obligation to pay the amounts before service use, whereas for Duration Services, this agreement is valid for one year, two years, or, if available for purchase for more years, a multi-year basis, depending on the option selected by the Customer at the time of purchase.

**9.3.** Any early termination of the contract before its natural expiration (annual or multi-year, depending on the duration chosen by the Customer at purchase), by the Customer for reasons not attributable to the Company, does not entitle the Customer to any refund, damage compensation, or indemnity for the period during which the services were not used.

**9.4.** Refer to the [General Terms of Service](#) for information regarding service renewal.

**9.5.** The renewal process by the competent RA (Registration Authority) may require technical times that vary depending on the domain extension, and therefore the Customer is obliged to comply with the renewal times indicated by the Company.

**9.6.** It is reminded that in case of non-renewal of the contract, in the forms and within the terms mentioned above, upon expiration, the services will be deactivated, and the related existing content will be deleted.

**9.7.** Subject to any other reasons for contract termination provided in the General Terms of Service and those foreseen or reminded in this agreement's articles, the Customer acknowledges and accepts that cancellation of the domain and transfer of the domain to another registrar and/or domain

administrator outside the Company leads to automatic termination of this agreement and consequent deactivation and deletion of all services related to the domain. No refund or compensation is paid to the Customer for the period during which the Service was not used.

**9.8.** The Customer acknowledges and accepts that the Company may at any time withdraw from this agreement by sending written notice to the Customer at the email address provided during registration at least 30 days in advance, subject to a proportional refund of the amount prepaid by the Customer for the contractual period not enjoyed due to the Company's early withdrawal.

**9.9.** The Company is not responsible in any way for the correct assignment of the domain name's expiration date, which depends on the rules of the Competent Authority.

## **Article 10 – Customer Data**

To be informed about the processing of your data, please read the [Data Processing Notice – Domain Name Registration](#).

## **Article 11 – Report Abuse**

### **11.1. Procedure for Reporting Domain Name Abuse (Report Abuse Domain)**

If you need to report a domain name involved in any illegal or abusive activity, here are some guidelines to help you facilitate this process. To submit a request, use the form on the page <https://www.papaki.com/el/report-abuse.htm>, select the type of abuse, and complete the form providing the required evidence. Alternatively, you may send an email directly to [abuse@papaki.com](mailto:abuse@papaki.com).

**11.2.** When a new content report form or an email is sent to [abuse@papaki.com](mailto:abuse@papaki.com), a new request is automatically opened in our system, which is reviewed by the Support Department within 24 hours. As always, you must document your claims with specific evidence and/or any other relevant information to verify the abuse incident and help us take appropriate measures. Please note that depending on the type of issue you wish to report, the required evidence may vary. The following list explains the most common types of abuse we investigate and the required evidence we expect from you to support our investigation:

#### **11.2.1. Problems/Questions about Domains**

If you have general problems or questions about your domain, contact [Customer Support](#) to receive appropriate guidance.

#### **11.2.2. Invalid WHOIS**

If you suspect that a domain has been registered with false or incorrect information, you can report it from the abuse page by selecting "Violation of Terms of Use or Other Illegal Activity," adding more detailed information in the "Message" field, or by sending an email to [abuse@papaki.com](mailto:abuse@papaki.com) with the subject line "Report of Invalid WHOIS Information."

#### **11.2.3. Copyright/Trademark Infringement**

To report copyright infringement of a domain name, please proceed with a report via the form by selecting the option “Copyright – Copyright Infringement” [here](#).

### **11.3. Procedure for Managing and Monitoring Domain Abuse Reports**

**11.3.1.** Upon receipt of a request regarding abusive behavior by a domain name holder (as described in paragraph 5.50 above), our Company, in accordance with the ICANN Regulations and paragraph 3.18.2, a responsible company employee will notify the Customer in writing within 24 hours to verify their details. Immediately, the reported domain name will be locked (Registrar Hold or Client Hold) and no changes/modifications or transfers can be made for a period of fifteen (15) days.

**11.3.2.** The domain name owner must send official documents certifying the authenticity of their details (e.g., ID card or passport), so that the Registrar can restore the domain name. If the Customer confirms their details within fifteen (15) days, we inform them of any error or abusive behavior of their website so they can correct it, and the domain name and their account are unlocked. If the Customer does not respond within the above period, the Company has the right to delete the Customer’s domain name without further action or notification.

**11.3.3.** However, as a domain name provider, it is not our responsibility to determine whether the reported domain name is actually used for illegal activities. If you have clear indications that a Customer of the Company is using their domain name for illegal activities, please assist us by contacting your local police department and requesting them to investigate the case. For specific information about our policies, refer to the General Terms of Use Agreement or submit a request [here](#).

### **Article 12 - Policies and Procedures**

**12.1.** The Customer undertakes the obligation, before submitting any request for the execution of any action related to a domain name, to be informed of and comply with the terms and conditions, standards, policies, procedures, and practices established by ICANN ([www.icann.org](http://www.icann.org)), the relevant RAs (Registration Authorities), registrars, as well as subcontractors used to provide the Service. This information is available on their websites, the addresses of which are listed at <http://www.iana.org/domains/root/db> and on the Company’s page <https://web.papaki.com/legal/tld-gtld-policies/?lang=en>.

**12.2.** Subject to the General Terms of Service, when the Customer requests services on behalf of third parties, they expressly declare that they have communicated to the end registrants the relevant links to the corresponding pages with terms and policies, and take responsibility to ensure that the registrants fully accept the policies, procedures, and rules governing the requested services. Additionally, the Customer certifies that registrants accept the terms and conditions set by ICANN, EETT (Hellenic Telecommunications & Post Commission), the respective parent authorities, and subcontractors involved in service provision.

**12.3.** The Customer is responsible for informing themselves and verifying the terms and conditions applicable for each domain extension before proceeding with the purchase request of the related service. If the Customer does not meet the eligibility criteria for registration, renewal, or transfer of one or more domain names, they are not entitled to a refund. An exception is the case where the

service has not been charged by the competent authority (RA), in which case the Customer may choose another domain name or an equivalent service of equal value to the initially ordered service, provided that the failure to complete the order is not due to the Company's fault.

**12.4.** The Customer is obliged to perform all necessary actions for the proper management of the domain name, which may differ depending on the domain extension. Some of these actions may be required directly by the competent authorities or third-party subcontractors of the Company. Failure to perform the required procedures, delayed or incorrect execution (contrary to the provisions of the competent authorities or subcontractors) may result in failure to complete the relevant action. The Company bears no responsibility for any such failure if caused by negligence or non-compliance by the Customer. In these cases, the Company reserves the right to withhold the amount paid for the service. The Customer acknowledges and accepts that the present terms, as well as the relevant policies, standards, and procedures, may be modified by the competent authorities (RA) and third-party subcontractors involved in the provision of services.

**12.5.** The Customer declares they understand that a domain name is considered definitively assigned only when the applicant appears as the registrant in the public database of the competent authority (RA). Until that point, the successful outcome of the process remains uncertain. The Company or its authorized representative submits the request for domain name management service strictly in the order of receipt of requests, provided they are accompanied by valid proof of payment. For this purpose, the Company maintains a recorded procedure that indisputably documents the date and time of receipt of each request. Consequently, the Company does not guarantee that the related actions will be completed within a specific timeframe, nor that the requests will be successful; it only guarantees that it or its authorized partner will act within working days and hours, respecting the order of receipt of requests. Furthermore, in cases of payment via deferred methods, validation is only done upon receipt of proof of payment, and therefore, the Company is not responsible if in the meantime the requested domain name is no longer available.

**12.6.** The Customer acknowledges their obligation, according to ICANN policy, to monitor the date and time of the domain name registration and be able to prove it if requested by the Registrar or the competent RA.

**12.7.** Unless there is written authorization, the Customer and the Registrant agree not to use the logos, trademarks, or other distinctive marks of ICANN, Papaki, team.blue, Enartia, or any other affiliated company or subcontractor involved in providing the service. They also expressly agree not to present themselves as Registrars.

**12.8.** The Customer acknowledges that certain domain names are reserved and therefore unavailable for allocation. This includes geographic domains, domains intended for use by public administration bodies, as well as domains with pornographic, offensive, or illegal content, or those not permitted by the competent RA. The Customer accepts that in such cases, the RA may refuse or delete the registration, releasing the Company and the RA from any related liability. The Company is not obliged to refund payments for applications rejected for the above reasons.

**12.9.** The Customer bears exclusive responsibility for the accurate and complete submission of all required data to the competent RA and/or the Company during registration, transfer, or modification procedures (including offline or OBP functions). Any errors that, at the RA's discretion, may lead to

registration failure or domain deletion are solely the Customer's responsibility. The Company bears no responsibility in such cases.

**12.10.** When the Customer acts on behalf of third parties, they declare and guarantee that they have obtained all necessary authorizations to perform the actions provided in this agreement, in compliance with applicable personal data protection laws. The Customer accepts that domain ownership data will be transmitted to the competent RAs and third-party providers cooperating with the Company, and will appear in the public WHOIS/RDAP database according to each RA's policies. The Customer must review each RA's privacy policies for data processing methods. If acting on behalf of third parties/end users, these are bound to comply with applicable personal data protection laws. The Customer is fully responsible for proper management and fully indemnifies the Company from any related obligations or claims.

**12.11.** The Customer acknowledges and accepts that the Registrar and/or competent RAs are required to archive a copy of the registration data of the gTLD domain with ICANN-accredited Escrow service providers.

Therefore, the Customer acknowledges and accepts, releasing the Company from any related liability, that the Registrar and/or RAs will deposit a copy of the gTLD domain ownership data with the aforementioned company.

The Company informs that for gTLDs for which it is the domain Registrar (IANA ID 168, as noted in WHOIS/domain RDAP), the copy of the data required for domain registration is deposited in Escrow with DENIC company, accredited by ICANN.

**12.12.** All events related to or subsequent to the registration of the domain name are subject to the rules and technical procedures in force at the time the requested action by the Customer is processed.

### **Article 13 – Additional Obligations and Responsibilities of the Parties**

**13.1.** The Company undertakes the obligation to provide the Service in accordance with the provisions of this Service Provision Order and the documents referred to therein, without any liability beyond that explicitly stated herein.

**13.2.** The Company is not liable to the Client, the Registrant, or third parties for direct or indirect damages or losses suffered (including, but not limited to, any actual loss of profits, earnings, business activity, or decrease in value and/or similar damages, loss of goods/value or loss of domain names, loss of contracts, loss of use, loss or breach of data and information, damage to hardware, software or databases, or any kind of special, indirect, consequential damage or economic loss in general) caused by or related to the provision of the services or the execution of this service provision order, except in cases of intent or gross negligence directly attributable to the Company. The Company's contractual liability is in any case limited to the amount paid by the Client for the purchased Service.

**13.3.** The Client is informed that, if during registration they do not use the Company's DNS but their own DNS, the DNS will be configured at their own responsibility and expense, and in case of incorrect configuration, the RA may delete the domain 30 days after registration or restore, without notice, the DNS and/or any previous configurations.

In general, it is also reminded that the RA, in case of incorrect DNS configuration, may not allow the completion of the requested operation. Therefore, the Client is responsible for the accurate DNS configuration.

During the process of changing the registrar and/or owner/registrar, the Client may decide whether to retain the current DNS at the time of the request or to switch to the Company's DNS. This function is included in the price set for the service. The Company will inform the Client that the completion of the process of changing the registrar and/or owner/registrar requires at least five (5) working days from the receipt of the request and any information and/or documents required for the completion of the action.

In case of transfer, the Client declares that they are aware that there may be interruption to the DNS and/or the operation of services related to the domain, such as email service or hosting service. The Client is advised to take all appropriate measures to minimize any interruption, also checking the services related to the domain to be transferred and the applicable procedures with the old and the new provider. Specifically, it is reminded that the Client must check and disable, if required, the DNSSEC service before proceeding with the transfer of the domain name to the Company, if choosing the Company as authoritative DNS.

**13.4.** The Company is not considered responsible for any delays or disruptions reasonably beyond its control and which are due to the procedures of the RAs or authorities involved in the transfer process and/or in the management of the tasks requested by the Client. Therefore, the Company's activity consists of forwarding the Client's request to the competent authorities responsible for managing the requested action. Consequently, the Client acknowledges that the Company cannot guarantee the registration and/or the change of registrar and/or the change of owner/registrar of the requested domain name (no obligation of result), but can only ensure that all due diligence will be used to ensure that the requested domain management services will be forwarded to the authorities responsible for managing the registration and/or change request.

**13.5.** The Client acknowledges that any requested action may be rejected, not accepted, or canceled later by the competent RA (e.g., due to failure to meet requirements, in the case of reserved domains, or at the discretion of the RAs), that the request may fail due to technical problems, delays related to the procedures of the respective RA, etc. In case of a registrar change request, the Client is informed that if they mistakenly provide to the Company data (especially the name and surname or company name in the case of a company/organization, the email address of the owner or admin-c) even slightly different from those previously provided, the registrar change process may be blocked by the competent RA. In this case, to avoid blocking the process, the Client authorizes the Company to notify the competent RA of the exact data resulting from the WHOIS/public RDAP registry, where available.

**13.6.** The Client acknowledges and accepts that if, during the service, the domain name is transferred to another registrar, the Company is not obliged to return to the Client the full or partial payment or any other amount.

**13.7.** If the Client has selected multi-year registration/renewal, the Company has the right to register/renew the domain directly for the number of years requested by the Client or at the time of the respective annual expiration dates until the last expiration requested by the Client.

**13.8.** If the Client proceeds with a transfer to another provider, they are obliged to check the actual expiration date of the domain by consulting the WHOIS/RDAP, and if this expiration does not

coincide with the last period for the multi-year renewal, they have no claim against the Company regarding the payments made.

**13.9.** The Client declares that through the registration and/or use of the domain name they do not infringe third-party intellectual or industrial property rights. The Company may request, at any time, also by email to the Client, documents proving ownership and/or availability of the domain names requested for registration and, in any case, if it becomes aware of any infringement of third-party rights, the Company may suspend the service, reserving the full payment of the price and the right to compensation.

**13.10.** The Client/Registrant undertake the obligation not to use the Services for illegal purposes and not to violate in any way applicable national and international standards or regulations. In case of violation, the Company reserves the right to suspend or terminate the Client's access to the Services and/or suspend or revoke the registration of the registered domain. The Client/Registrant acknowledge and accept that performing illegal acts is prohibited, including but not limited to distribution of malware, illegal botnet management, phishing, pharming, hacking acts, trademark and copyright violations, fraudulent or deceptive practices, forgery, Registrar and RA policies violations, or in any case engaging in activities contrary to applicable laws.

**13.11.** The Client/Registrant acknowledges and accepts that the Company and each competent Authority (RA) reserve the right to refuse, delete, redirect or transfer any registration or transaction, or modify the Registrant's data that are inaccurate or incomplete, or place it under "Registry Lock," "Hold" or similar status as they deem necessary, at their absolute discretion. These actions may be taken:

- To correct errors arising from the Company, the Registrar, the competent RA, or their subcontractors in relation to the registration of a domain name.
- If outstanding amounts are not paid.
- To protect against imminent and serious threats to the security and stability of the TLD registrar's systems, the Internet, the Company, the Registrar, the Authority, or their subcontractors.
- To ensure compliance with applicable laws, regulations, or compliance with any legal order or summons by governmental or judicial authorities.
- To stop or prevent any violation of the terms of this contract or agreements between the involved parties (Company, Registrar, Authority).
- If the Registrant does not maintain accurate and updated contact registration information.
- If the use of the domain name violates the acceptable use policies of the Company, the Registrar, or the Authorities, such as copyright or trademark infringement.
- To avoid any civil or criminal liability of the Company, the Authority (RA) or their subcontractors used for the provision of the service, as well as their subsidiaries, directors, executives or employees.
- In all other cases provided for by this contract.

**13.12.** The Client and the Registrant acknowledges and accepts that the Company, according to its policies, reserves the right to reject or cancel any request related to a domain name operation if:

- (i) The registration contract between the Client and the Company is no longer in effect.
- (ii) The operation has not been approved by the Registrant.
- (iii) The domain name is under dispute (e.g., UDRP, URS, or TDRP procedure).

## **Article 14 - Indemnification and Liabilities:**

To the maximum extent permitted by law, the Client/Registrant declares that they will indemnify, defend, and hold harmless the Company, its subsidiaries, subcontractors, officers, employees, and partners from any claims, damages, liabilities, costs, and expenses, including legal fees (to any extent), arising from the process of registration, use, registration extension, renewal, cancellation, and/or transfer of the domain name, or from any breach of the applicable terms and conditions. The Registrant/Client acknowledges that they will not sign any agreement or transaction concerning indemnifications without the prior written consent of the Company. Such consent cannot be unreasonably withheld.

The indemnification obligations remain valid even after the termination or expiration of this agreement for any reason.

## **15. RIGHTS AND PAYMENTS**

**15.1.** The Client acknowledges that they must pay all fees due for the Services they purchase. The Company explicitly reserves the right to change or modify its prices and fees at any time, and such changes or modifications will be published electronically on the Website and will take effect immediately, without any further notice. If the client has purchased or acquired Services, the changes or modifications in prices and fees will apply upon renewal of said Services. The renewal price may change before the actual renewal date.

**15.2.** The Client has the following renewal options:

- **Automatic renewal.** Automatic renewal is the default setting. Domain names will be renewed automatically for a period equal to the duration of the initial registration or last renewal of your domain name, and payment will be charged to the payment method registered in your account with the Company, according to current prices. For example, if you have chosen to register the domain name for one (1) year, the Company will automatically renew it for one (1) year. If you chose two (2) years, it will automatically renew for two (2) years, etc.
- **Manual renewal.** If you choose to disable automatic renewal and cancel the product (i.e., cancel the domain name registration) at the end of the current period, you may still choose to renew the domain name manually at any time before its expiration date through your account or by contacting customer service for assistance. If you do not renew before the expiration date, the domain name will be canceled and you will lose the right to use the name.

### **15.3. Notices and Subscription Charges**

#### **15.3.1. Regular Subscription Products**

For regular (non-trial) subscriptions, the following apply:

- Notice to the client: sent 15 days before subscription expiration.
- First billing attempt: 12 days before expiration.
- Number of billing attempts: up to three (3) attempts.

#### **15.3.2. Trial Products**

- Notice to the client: sent 5 days before the trial period ends.
- First billing attempt: 1 day after the trial ends.
- Number of billing attempts: up to three (3) attempts.

Subscriptions may be canceled at any time exclusively before the billing date.

## **16. General characteristics of the domain name management service**

Depending on the TLDs, individual tasks related to domain names may be carried out through the following sales channels: online, offline, Online Brand Protection, or registry service (RLS):

- (i) **Online:** the client may submit the request independently, having registered on the website [www.papaki.com](http://www.papaki.com), in the relevant area, after gaining access with their own credentials.
- (ii) **Offline:** the Client will complete a form on [www.papaki.com](http://www.papaki.com) and contact a Papaki operator, who will guide or perform the required action on their behalf.

In any case, the Client acknowledges and accepts that, depending on the TLD indicated, the Company may carry out the action directly with the competent Authority or via a third subcontractor. In this case, the Client accepts that the Company will transmit the Client's or domain owner's data (if different) either to the Authority or the third subcontractor solely for the purpose of executing the required domain name operations and agrees to accept the third subcontractor's terms of service and the policies of the respective Registration Authorities.

For each extension and based on the requested operation, the Client may contact the Company for details regarding the applicable procedures.

These operations may be performed by Clients on their own behalf and/or on behalf of third parties, according to the terms provided in the Terms of Service.

The Client acknowledges that the prices visible during the purchase process should not be considered public prices and may be subject to adjustments by the relevant RA or third subcontractor used for service provision, and in case of incompatibility, this may result in failure of the requested operation. If the order is not accepted by the RA or the third subcontractor used, the Company will refund the amount paid for the service that was not completed.

If the Client does not publish any content, they authorize Papaki to publish a courtesy page, which they may remove at their discretion at any time by accessing the control panel in the hosting area. The Client acknowledges that Papaki does not provide any kind of remuneration for activities related to courtesy pages. [check [T&Cs](#)]

If the DNSSEC service is provided by the Registry in relation to the registered domain or a transfer-in to the Registry, the Client understands that choosing to use the Registry's DNS automatically activates the DNSSEC service for that domain once registration or transfer is complete. The Client may check the activation status of DNSSEC and decide to disable it autonomously in the relevant section of the control panel. The Client understands that if they configure DNSSEC with valid DNS other than those of the Company, proper configuration of the DNSSEC key with the RA (DNSSEC Key Management) is their sole responsibility, releasing the registrar from any related liability.