

# Domain Purchase and Renewal

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Thank you for choosing BCN Group Ltd for purchasing and renewing your domain name, we provide this service through Nominet and would recommend visiting their website at [www.nominet.uk/go/terms](http://www.nominet.uk/go/terms) to view their term and conditions before placing your order.

## Customer Service Level Agreement

For all enquiries, please contact our support team by email on [support@bcn.co.uk](mailto:support@bcn.co.uk) office hours are **Monday - Friday 08:00 - 18:00**. We will try to respond to all points of contact within **4 hours** and aim to resolve any issues you have within **48 business hours**.

## Abuse Email

If you wish to raise a complaint about abuse you have received (phishing scams, spam emails etc), please contact us at [support@bcn.co.uk](mailto:support@bcn.co.uk) or call the support team on **0345 095 7000** with as much detail as possible about the abuse. We will investigate your complaint immediately and respond within **4 hours** and aim to resolve any issues you have within **48 business hours**.

## Complaints & Escalation Process

We like to think we get it right all the time but the truth of it is everyone gets it wrong from time to time. We can only improve on our services with valid feedback from you, our customers. If you wish to make a complaint about a service you have received, please submit an email to us at [support@bcn.co.uk](mailto:support@bcn.co.uk) including as much detail from the issue you have. We will acknowledge your complaint within **4 hours** and aim to resolve any issues within **48 business hours**. If you're not happy with the initial outcome of your complaint, you can escalate your complaint to a manager/director by emailing [sdtlc@bcn.co.uk](mailto:sdtlc@bcn.co.uk). You are also able to make a formal complaint about a registrar to Nominet (the .uk registry) here: <https://nominet.uk/complaints/>