

Introduction

This Change of Registrant Agreement governs any change to the registrant of a domain name held through Pladinum Group SL ("Pladinum", "we", "us", "our"). It forms part of the Domain Registration Agreement and supplements the General Terms and Conditions. In respect of changes of registrant, this Agreement prevails.

A change of registrant is sometimes called a "trade" or a "change of ownership". It is a separate operation from a transfer between registrars, which is governed by the Domain Transfer Terms.

1. What Constitutes a Change of Registrant

1.1 For generic top-level domains, ICANN's Transfer Policy treats the following as a change of registrant: a change to the registrant's name, a change to the registrant's organisation, or a change to the registrant's email address. Where no registrant email address is held, a change to the administrative contact email address is treated the same way.

1.2 Correcting a typographical error in an existing registrant's details is not normally a change of registrant, but the registry may treat it as one. Pladinum will inform the Customer where this applies.

1.3 For country-code top-level domains, the definition and the procedure are set by the relevant registry and may differ from this Section.

2. Procedure

2.1 A change of registrant is requested through the customer portal.

2.2 The prior registrant and the new registrant must both confirm the change, in the manner required by ICANN or by the relevant registry.

2.3 Pladinum may require supporting documentation, including proof of identity, proof of incorporation, or evidence of authority to act, before a change of registrant is processed. Requests are processed only once a complete file has been received.

2.4 The new registrant must agree to be bound by the Domain Registration Agreement. A change of registrant will not be completed until that agreement has been given.

2.5 Where a fee applies to the change of registrant, it must be paid before the change is processed. Any applicable fee is shown before the request is submitted.

3. Designated Agent

3.1 In accordance with ICANN's Transfer Policy, the Customer expressly authorises Pladinum and the sponsoring registrar to act as Designated Agent on behalf of both the prior registrant and the new registrant, for the purpose of approving a change of registrant.

3.2 This authorisation allows the change of registrant to be completed without a separate confirmation step from each party for every change, where the policy permits it.

3.3 The Customer may withdraw this authorisation in writing, in which case each change of registrant will require explicit confirmation from both parties and may take longer to complete.

4. Transfer Lock Following a Change

4.1 A change of registrant triggers a sixty (60) day lock during which the domain name may not be transferred to another registrar.

4.2 The Customer may opt out of this lock at the time the change is requested, where ICANN policy and the relevant registry permit it. Where the Customer opts out, the domain name remains transferable during that period.

4.3 Where the Customer intends to change registrant and then transfer the domain name to another registrar, the order of those operations matters. Pladinum recommends completing the transfer first.

5. Reversal

5.1 Where a change of registrant is completed within Pladinum and the registrant listed immediately before the change requests in writing, within five (5) calendar days, that it be reversed, the domain name may be changed back to the prior registrant.

5.2 A change of registrant may also be reversed where fraud is suspected in connection with the change.

5.3 Reversal is at the discretion of Pladinum and the sponsoring registrar, and remains subject to registry rules.

6. Effect of the Change

6.1 On completion, the new registrant assumes all rights and obligations in respect of the domain name, including under the Domain Registration Agreement.

6.2 A change of registrant does not automatically terminate services attached to the domain name, including hosting, email, SSL certificates, or DNS configuration. Where the Customer does not wish the new registrant to have access to content or data held in those services, the Customer must remove it before the change is completed.

6.3 A change of registrant does not change the expiry date of the domain name unless the registry provides otherwise. Certain extensions do modify the registration period on a change of registrant; where this applies, it is stated before the request is submitted.

7. Refusal

7.1 Pladinum may refuse to process a change of registrant where: (i) required documentation has not been provided; (ii) the domain name is subject to a dispute, a court order, or a registry hold; (iii) there is an outstanding balance on the account; (iv) the domain name has expired; or (v) fraud is suspected.

8. No Refund

8.1 Fees paid in respect of a change of registrant are not refundable once the change has been processed.

8.2 Where a change of registrant modifies the registration period, no refund or credit is due in respect of any change in remaining term.

9. Contact

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