

Expired Registration Recovery Policy.



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Introduction

This Expired Registration Recovery Policy sets out the notifications sent before a domain name expires, what happens to a domain name and its associated services after expiry, and how an expired domain name may be recovered.

It implements ICANN's Expired Registration Recovery Policy for generic top-level domains and applies the same approach, so far as registry rules permit, to country-code extensions.

This Policy forms part of the Domain Registration Agreement and should be read together with the Domain Renewal, Expiry and Deletion Policy. Where the two overlap, this Policy governs notifications and post-expiry recovery, and the Renewal, Expiry and Deletion Policy governs everything else.

1. Renewal Notifications

1.1 Provided the domain name has not already been renewed, renewal notifications are sent by email to the registrant's email address held in the domain record:

- (i) a first notice approximately thirty (30) days before the expiry date;
- (ii) a second notice approximately seven (7) days before the expiry date; and
- (iii) a final notice promptly after the domain name has expired without being renewed.

1.2 Additional reminders may be sent at other times and to other addresses associated with the domain name or the account, but there is no obligation to do so.

1.3 Notifications state the domain name concerned, the expiry date, the applicable renewal fee, and how to renew.

2. Limits of the Notification Obligation

2.1 Notifications are a courtesy required by policy. They do not transfer responsibility for renewal away from the registrant, who remains solely responsible for ensuring that a domain name is renewed if they wish to retain it.

2.2 Pladinum accepts no liability for a notification that is not delivered because the registrant data is inaccurate or outdated, because of mail filtering, forwarding, or custom notification settings on the recipient's side, or because of a failure in a network not operated by Pladinum.

2.3 The registrant must keep the email address held in the domain record accurate, monitored, and capable of receiving mail from Pladinum and from the sponsoring registrar.

3. What Happens at Expiry

3.1 Where a domain name is not renewed on or before its expiry date, resolution of the domain name is interrupted. Any website, email service, or other service that depends on the domain name will stop working.

3.2 The interruption of resolution is required by ICANN policy so that the registrant is made aware that the domain name has expired.

3.3 Where the extension permits it, the domain name then enters a grace period during which it may still be renewed at the standard renewal fee.

4. Redemption

4.1 Where a domain name is not renewed during the grace period, it may enter a redemption period, if the registry responsible for the extension provides one.

4.2 During the redemption period the domain name may be restored on payment of a restoration fee set by the registry, in addition to the renewal fee.

4.3 Restoration fees are set by the registry, are typically substantially higher than the renewal fee, and are not refundable, including where a restoration attempt is unsuccessful.

4.4 Restoration is requested through the customer portal and is subject to the restoration window set by the registry.

5. Deletion

5.1 Where a domain name is not restored during any redemption period, it is deleted and returned to public availability, on a first come, first served basis.

5.2 Once a domain name has been deleted and re-registered by a third party, it cannot be recovered by Pladinum. No refund or compensation is due.

6. Lifecycle Periods Vary by Extension

6.1 Grace periods, redemption periods, and deletion timing are set by the registry responsible for each extension and vary significantly. Some extensions provide no grace period and no redemption period, and delete the domain name immediately on expiry.

6.2 The periods applicable to a particular extension are available from domains@pladinum.com before purchase or at any time during the registration.

7. Recovering an Expired Domain Name

7.1 To recover an expired domain name, log in to the customer portal, locate the domain name, and follow the renewal or restoration option shown. Where no option is shown, the applicable window has closed.

7.2 Pladinum does not guarantee that any expired or deleted domain name can be recovered.

7.3 Where a domain name is subject to a legal hold, a court order, or a registry restriction, recovery may not be possible regardless of timing.

8. Avoiding Expiry

8.1 Automatic renewal is enabled by default and is the reliable way to avoid loss of a domain name.

8.2 Automatic renewal requires a valid payment method to be held on the account. Where payment cannot be taken, the domain name will not be renewed.

8.3 The registrant should verify the expiry date, the automatic renewal setting, and the payment method held on the account at least once a year.

9. Contact

Pladinum Group SL

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Domains: domains@pladinum.com

Billing: billing@pladinum.com

Customer Portal: my.pladinum.com

Website: www.pladinum.com