



General Terms and Conditions

SlashDotDash Ltd

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Website: <https://slashdotdash.co.uk>

Contact email: hello@slashdotdash.co.uk

Company: SlashDotDash Ltd

Registered office: 8 Pyrus Walk, North Petherton, Bridgwater, Somerset, TA5 2RS

Company number: 13269287

About these terms

These terms apply when you use products or services provided by SlashDotDash Ltd ("we", "us" or "our"). They apply to hosting, website, email, domain, support, SEO/PPC and related services unless a separate service-specific agreement says otherwise.

Where a separate service-specific set of terms applies, those terms will apply to that service. If there is a conflict between these general terms and service-specific terms, the service-specific terms will take priority for that service only.

By placing an order, accepting a quotation, using a service, renewing a service, accepting these terms through our billing portal, or making payment after being provided with these terms, you agree to these terms.

1. Orders, quotations and service information

1.1 Fees, renewal dates, service descriptions and any specific cancellation rules will be set out in your quotation, invoice, order confirmation, billing portal or service-specific terms.

1.2 Unless stated otherwise, prices are exclusive of VAT and third-party charges.

1.3 Third-party costs, including domain registration, software licences, plugin licences, platform fees, advertising spend and other external costs, may be charged separately.

1.4 Where a quotation is provided, it is based on the information available at the time. If the scope of work changes, we may provide a revised quotation or charge for additional work at our usual rates.

1.5 We may change pricing for future renewals or future work. Where a price change materially affects an existing recurring service, we will give reasonable notice before the change takes effect.

2. Payment, renewals and payment methods

2.1 Invoices must be paid by the due date shown on the invoice.

2.2 Some services renew automatically unless cancelled in accordance with these terms or the relevant service-specific terms. Renewal charges may become due before the renewal date where we need to pay a third-party supplier in advance.

2.3 Where you have authorised us to hold a payment method on file, we may use that payment method to collect unpaid invoices relating to services we provide to

you. We will only do this where the payment method has been provided for that purpose or where you have otherwise authorised recurring or stored-payment collection.

2.4 You may ask us to remove a payment method from your account provided there are no overdue invoices and no ongoing recurring services that require an active payment method.

2.5 If a payment attempt fails because the payment details are outdated, the payment method has been cancelled, or funds are unavailable, we may charge a reasonable failed-payment administration fee. The standard failed-payment fee is £10. We will not charge more than one failed-payment fee per invoice unless additional manual recovery work or third-party charges are incurred.

2.6 For business customers, we may charge statutory late-payment interest and fixed debt recovery costs in accordance with applicable late-payment legislation. Current statutory fixed recovery costs are:

- debts up to £999.99: £40;
- debts from £1,000 to £9,999.99: £70;
- debts of £10,000 or more: £100.

2.7 For business customers, statutory interest may be charged at 8% above the Bank of England base rate, or any other rate permitted by applicable late-payment legislation.

2.8 For consumer or personal customers, any late-payment or recovery charge will be reasonable and proportionate and will reflect the cost of administration or recovery. Nothing in these terms affects any statutory consumer rights.

2.9 We may pass unpaid debts to a third-party debt recovery service or take legal action where appropriate. Where permitted, we may recover reasonable costs of debt recovery.

3. Transfer of services

3.1 Transfer out of paid websites

3.1.1 For websites where you have paid for the website creation or build work, there is no standard release fee to transfer the website to another hosting provider.

3.1.2 Third-party software licences, including plugin, theme, extension and platform licences that we manage on your behalf, are usually non-transferable. You may need to purchase your own licences after transfer.

3.1.3 We will aim to provide a standard export or begin the transfer process within 48 hours of receiving your request, provided your account is not overdue, the request is clear, and all required access or destination information has been supplied.

3.1.4 A "standard export" means a WordPress WXR/XML export containing posts, pages, comments, custom fields, categories and tags, together with a copy of the WP-Uploads folder where reasonably available. A standard export does not normally include theme settings, plugin settings, premium licences, custom server configuration or third-party managed-service tools.

3.1.5 A full site migration, database export, server-level export or assisted migration may be available on request and may be subject to a separate fee.

3.2 Transfer out of websites created with no setup fee

3.2.1 Where a website was created without a setup fee, build fee or website creation fee, and you only paid for hosting or related services, a deferred release fee may apply if you wish to transfer the site to another provider.

3.2.2 The standard deferred release fee is £80 per page unless otherwise agreed in writing. Before release, we will confirm the total fee payable.

3.2.3 The deferred release fee is intended to reflect the original unpaid build work, release work and administrative time. It will not exceed a reasonable amount for the work involved unless a different amount was agreed with you in advance.

3.2.4 Once the final invoice and any agreed release fee have been paid, we will aim to provide a standard export or begin the transfer process within 48 hours.

3.3 Transfer out of domain names

3.3.1 There is no SlashDotDash fee for transferring a domain name to a different registrar unless specific administrative work is requested or required.

3.3.2 Domain transfers can be delayed by third-party registrars, registry rules, domain locks, DNS propagation, incorrect contact details, missing authorisation codes, security checks or other matters outside our reasonable control.

3.3.3 We will aim to initiate a domain transfer-out request within 48 hours of receiving a clear request, provided there are no overdue invoices relating to the domain and all information required for the transfer has been supplied.

3.3.4 Once a transfer has been initiated, we are not responsible for delays or loss caused by third parties, incorrect information supplied to us, failure to complete required verification steps, expired services, or matters outside our reasonable control.

3.4 Transfer in of domain names

3.4.1 A fee may apply when transferring a domain name from another registrar to us.

3.4.2 We will take reasonable care when assisting with a domain transfer-in, but domain transfers are subject to third-party registrar and registry rules.

3.4.3 We are not responsible for domain loss, expiry, failed transfer, delay or interruption caused by an existing provider, registrar, registry, incorrect information supplied to us, missing credentials, expired services, customer delay, or matters outside our reasonable control.

3.5 Transfer in of websites

3.5.1 A fee may apply when transferring a website from another provider to us.

3.5.2 Website transfers can be affected by third-party hosting providers, missing credentials, file size limits, incompatible platforms, existing website faults, malware, DNS propagation, plugin or theme licence issues, and other technical matters outside our reasonable control.

3.5.3 We will take reasonable care when carrying out transfer work. We are not responsible for loss of data, service interruption or delay caused by third parties, missing or incorrect information, existing faults, expired services, lack of backups, or matters outside our reasonable control.

3.5.4 You should make your own backup before any transfer begins.

3.6 Transfer in or transfer out of email

3.6.1 A fee may apply when transferring email services to or from us.

3.6.2 Email transfers can be affected by third-party providers, mailbox size, DNS propagation, authentication settings, missing credentials, rate limits, incompatible mail systems, deleted mail, spam filtering and customer delay.

3.6.3 We will take reasonable care when assisting with email migration. We are not responsible for loss of email data, missing messages, delay or interruption caused by third parties, missing credentials, incorrect information, deleted data, expired services or matters outside our reasonable control.

3.6.4 You should back up important email data before any migration, cancellation or provider change.

4. Cancellation of email accounts

4.1 Email hosted on SlashDotDash servers

4.1.1 Email accounts hosted on our servers are subject to 30 days' cancellation notice unless otherwise agreed.

4.1.2 No standard cancellation fee is payable, but all outstanding invoices must be paid.

4.1.3 Once the email service is cancelled, mailboxes will become unavailable.

4.1.4 Where backups are available, a backup of the mail account may be retained for up to 7 days after cancellation. Recovery is not guaranteed and may be subject to a recovery fee.

4.1.5 You should make a backup of important email data before cancellation.

4.2 Email hosted on third-party servers

4.2.1 Email provided by a third party, such as Microsoft, Google or another supplier, is subject to 30 days' cancellation notice unless the third-party supplier requires a different notice period.

4.2.2 Cancellation fees, early termination charges or renewal charges may be payable depending on the third-party supplier's billing cycle and terms.

4.2.3 Once the service is cancelled, mail accounts may become unavailable. You should make a backup of important email data before cancellation.

5. Cancellation or lapse of domain name renewal

5.1 If a domain name is cancelled or allowed to lapse, it may no longer be protected and may become available to third parties.

5.2 If a domain name expires, services linked to that domain, including websites, email, DNS records, redirects and authentication records, may stop working.

5.3 If you ask us to attempt to recover or restore an expired or lapsed domain, third-party redemption, renewal, administration or recovery fees may apply.

5.4 We are not responsible for loss of a domain caused by non-payment, customer delay, incorrect contact details, failure to respond to renewal notices, third-party registrar rules, registry action or matters outside our reasonable control.

6. Cancellation of web-hosting accounts

6.1 Web-hosting accounts are subject to 30 days' cancellation notice unless otherwise agreed.

6.2 Cancellation of web hosting does not automatically cancel your domain registration unless you also request domain cancellation or fail to pay the domain renewal fee.

6.3 Once your web-hosting account is cancelled, your website and hosting control panel may become unavailable.

6.4 After cancellation and any applicable retention period, we may delete data associated with the web-hosting account, including website files, databases, server settings, email data stored on that hosting account and DNS settings hosted with us.

6.5 You should make a backup of important data before cancellation. Recovery from backup is not guaranteed and may be subject to a recovery fee.

6.6 Fees already paid are not automatically refundable where a service period has already started, work has been carried out, or third-party costs have been incurred. Any refund due will be considered fairly according to the circumstances and any statutory rights that apply.

7. Non-payment of fees

7.1 Non-payment of domain name renewal fees

7.1.1 Domain renewal fees must be paid before the renewal deadline. If payment is not received in time, the domain may expire, be suspended, enter redemption, or become available to third parties.

7.1.2 Third-party redemption or recovery fees may apply if you ask us to attempt to reacquire or restore a domain.

7.1.3 A late-payment or administration fee may apply where we have renewed a domain on your behalf but have not received payment.

7.2 Non-payment of web hosting, email or other service fees

7.2.1 If payment is not received by the due date, we may send reminders and may restrict or suspend the affected service after giving reasonable notice.

7.2.2 We will not normally delete website files, email data, databases or DNS records immediately after a missed payment.

7.2.3 If payment remains outstanding after reminders and suspension, we may schedule the affected service for deletion. We will give a final notice before deletion where reasonably practicable.

7.2.4 Unless a third-party supplier requires earlier termination, we will normally allow at least 30 days from the invoice due date before permanent deletion of a hosting account for non-payment.

7.2.5 Backup availability is not guaranteed. Where backups are available, they are retained only for a limited period.

7.2.6 To restore a suspended or deleted service from backup, you must pay all outstanding invoices and any applicable late-payment, recovery or data restoration fees before restoration work begins.

7.2.7 Restoration from backup does not guarantee that all data, settings, email, DNS records, databases or website files can be restored.

8. Backups and data recovery

8.1 We may take backups of hosted services and store them offsite as part of our disaster recovery process.

8.2 Backups are a disaster recovery measure and are not a guaranteed archival service.

8.3 Unless otherwise stated, backups are retained for up to 7 days.

8.4 Data recovery from backup is not guaranteed.

8.5 You are responsible for keeping your own independent backups of important website, email and business data.

8.6 Requests for data recovery may be subject to a fee.

8.7 We may refuse or delay recovery work where invoices are overdue, where recovery would create a security risk, or where the requested data is no longer available.

9. Managed WordPress hosting

9.1 For security, performance and stability reasons, certain WordPress features may be disabled or restricted. This may include XML-RPC, direct file editing, installation of plugins and installation of themes.

9.2 Installation or amendment of plugins, themes and configuration can be requested by contacting us.

9.3 We may refuse to install or may remove software that we reasonably believe creates a security risk, performance issue, licensing issue or compatibility problem.

9.4 You are responsible for ensuring that any content, plugin, theme, code, integration or third-party service you ask us to use is lawful and properly licensed.

10. Customer responsibilities

10.1 You are responsible for providing accurate information, current contact details, valid payment details, required credentials and timely instructions.

10.2 You are responsible for ensuring that your content is lawful, accurate and does not infringe third-party rights.

10.3 You must not use our services for unlawful activity, spam, malware, phishing, abusive content, copyright infringement, deliberate security attacks or activity that may damage our systems or reputation.

10.4 You are responsible for keeping copies of important records, including website content, business data, domain renewal information and email data.

10.5 You must tell us promptly if you become aware of a security issue, unauthorised access, incorrect DNS setting, expired service, failed payment or other issue that may affect a service.

11. Third-party services and licences

11.1 Some services rely on third-party providers, including registrars, software vendors, payment processors, cloud providers, email platforms, analytics platforms, advertising platforms, search engines and hosting infrastructure providers.

11.2 We are not responsible for faults, outages, price changes, licence changes, data loss, service withdrawal, account suspension or other issues caused by third-party providers unless the issue was caused by our own failure to take reasonable care.

11.3 Third-party licences that we manage on your behalf may not be transferable. You may need to purchase your own licences if you leave our service or transfer to another provider.

11.4 Where we pay a third-party cost on your behalf, you remain responsible for reimbursing us unless otherwise agreed.

12. Limitation of liability

12.1 Nothing in these terms limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any rights that cannot legally be excluded.

12.2 We are not liable for loss, delay, interruption, data loss, domain loss, email loss or service failure caused by:

- third-party providers;
- customer error or delay;
- incorrect information supplied to us;

- failure to pay on time;
- expired services;
- missing credentials;
- failure to keep backups;
- malware, hacking or security incidents not caused by our failure to take reasonable care;
- DNS propagation;
- registry, registrar or platform rules;
- events outside our reasonable control.

12.3 Where we are responsible for direct loss caused by our breach of these terms or our failure to take reasonable care, our liability will be limited to the fees paid by you for the affected service during the 12 months before the event giving rise to the claim.

12.4 We are not liable for indirect or consequential loss, loss of profit, loss of revenue, loss of business opportunity, loss of goodwill or loss of anticipated savings, except where the law does not allow such exclusion.

12.5 If you are a consumer, nothing in these terms affects your statutory rights.

13. Changes to these terms

13.1 We may update these terms from time to time.

13.2 Where a change materially affects your rights, obligations, fees, cancellation rights, renewal arrangements or service, we will give reasonable notice where practicable.

13.3 Updated terms will normally apply from the next renewal date, the next order, the next accepted quotation, or from the date stated in the notice.

13.4 We may make immediate changes where necessary for legal, regulatory, security or operational reasons.

13.5 You should review the terms when renewing or ordering services. Where appropriate, we may ask you to actively accept updated terms through our billing portal or another recorded method.

14. Disputes

14.1 If a dispute arises, both parties will try to resolve it in good faith.

14.2 You should contact us promptly and clearly explain the issue, the service affected and the outcome you are seeking.

14.3 We will review disputes fairly and respond within a reasonable time.

14.4 Nothing in these terms gives SlashDotDash Ltd the final decision in a legal dispute. Either party may use any legal rights or remedies available to them.

15. Governing law

15.1 These terms are governed by the laws of England and Wales unless mandatory law says otherwise.

15.2 The courts of England and Wales will have jurisdiction unless mandatory law gives you the right to use another court.

16. Contact

16.1 If you have questions about these terms, cancellation, transfer, billing or service access, please contact SlashDotDash Ltd using the contact details provided on our website, invoice or billing portal.