

What happens if I run out of Domain Credits?

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If you submit a registration to the Domain Robot and do not have enough credits, the domain will not be registered. If the primary renewal payment method for a domain is domain credits and you do not have enough, the domain will fail to renew. If you run out of Domain Credits, you will receive an email advising you of this. It will be sent to the default email address on your Heart Internet account, so please ensure this address is up to date and accurate. Note: Running out of domain credits can lead to service disruption if domains fail to renew. Additional fees may be applicable to recover expired domains. You can purchase more Domain Credits at any time. Once you have purchased additional credits, you can resubmit the template and register the domain. To purchase Domain Credits: Log into your Heart Internet Customer Area Click 'Order Domain Credits' Under 'Purchase Domain Credits', find the type and amount of Domain Credits you wish to purchase Click 'Buy Now' or 'Buy With PayPal' to select those credits Complete the transaction The credits will now be in your account You can also choose to receive warning emails when your Domain Credits are running low. Log into your Heart Internet Customer Area Click 'Order Domain Credits' Under 'Low Credit Warnings', adjust the low credit warnings to a number you feel would be appropriate Click 'Change Now' You will now be notified when your Domain Credits reach that number

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