

How do I make sure a domain is not renewed?

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How do I make sure a domain is not renewed? Domain names can be set to cancel on their next renewal date by switching off the autorenewal within your account from the Heart Internet customer area.

Please note that a domain's renewal due date may differ from its expiry date.

Some domains may need to be renewed up to 60 days before their expiry date to ensure successful renewal. For example .com domains are renewed 5 days before the expiry date.

How to stop a domain from renewing To prevent a domain from being renewed automatically: Log in to your Heart Internet Customer Area. Go to [Manage Domain Names](#). Select the domain name from the drop-down list and click [Manage](#). Select [Renewal](#). Click [Change to Cancel](#). The domain will remain active for the full registration period but will not be renewed when it reaches its renewal due date. [Â](#)

Automatic renewals Domain names due for renewal may be automatically renewed by Heart Internet provided that: You have not notified us that you do not wish to renew the domain by setting the domain to cancel before the renewal due date. We are able to successfully take payment using the payment method stored on your account. We send out reminders 30 and 7 days prior to the renewal date to ensure our customers have ample time to manage their domain preferences. It is your responsibility to ensure your payment details and contact information remain up to date so that renewal reminders can be received and processed correctly. [Â](#) **Domain renewal cancellations and refunds** Domain names are instantly deliverable products, and charges are applied immediately by our registry provider upon renewal. For this reason, domain renewals are non-refundable in whole or in part once processed. If a domain is cancelled after renewal has been processed, this does not reverse the renewal. The registration period added by the renewal remains applied at the registry level. In most cases, the only available option after renewal is cancellation of the domain itself, which may result in the domain entering the deletion process according to the applicable registry's policies. Any exceptions are subject to the registry's rules and are considered on a case-by-case basis. A refund cannot be guaranteed. Setting a domain to cancel does not immediately delete it. The domain will remain active until the end of its current registration term and will continue to function normally until that time.

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