

Why does my domain name still appear as available after I have purchased it?

Article Number: 167 | Rating: 1/5 from 5 votes | Last Updated: Thu, Apr 23, 2015 at 12:08 PM

WHOIS updates its information within 24 hours.Â If you have just recently purchased the domain name, it will still show as available to purchase within your domain reference. If you were to try to purchase the domain name during this period, you would give you an error. If you are not certain that you have purchased the domain name, check your shopping basket in the Heart Internet Customer Area.Â If the domain is still in your shopping basket, you have not completed the registration process and have not purchased your domain name. Finish the transaction process to register your domain name.Â This is especially important when transferring a .uk domain name, as even though the transfer is free, you must complete the transaction for it to take effect. If the domain name is not in your shopping basket, and it is still showing as available after 24 hours, please raise a Support Ticket with our Customer Services team, specifying the domain name in question.

Posted - Thu, Mar 5, 2015 at 4:39 PM.

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