

Account Recovery

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Account recovery requests will be completed via our sales@heartinternet.uk email address, please drop an email to the team with full details of your account. We will request specific documents proving ownership depending on the type of entity listed under the account and the circumstances of the request. Provided information must match the one listed under the account. Our dedicated team will review the documents in a timely manner and get back to you as soon as possible. We may require a government issued ID to make sure that you're the account owner, so we can keep your account safe from any fraudulent takeover attempts.

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Online URL: <https://www.heartinternet.uk/support/article/account-recovery.html>