



Openprovider Domain Renewal, Expiration and Deletion Policy

This Policy sets forth the terms and conditions governing the renewal, expiration, deletion, and possible reactivation of domain names registered through Openprovider. It is intended to supplement the general Terms and Conditions of Openprovider and applies to all resellers and customers utilizing Openprovider's domain registration services.

1. Definitions

- **"Expiration Date in Openprovider"** refers to the date recorded in Openprovider's system as the expiration date for a given domain name. This date may differ from the expiration date at the registry level due to registry-specific renewal offsets or early renewal cut-off requirements, particularly for certain ccTLDs.
- **"Auto-Renewal"** refers to the automated process of renewing a domain based on predefined account settings and account balance sufficiency.
- **"Manual Renewal"** refers to an explicit action taken by the reseller to renew a domain name via the Reseller Control Panel (RCP) or API.
- **"Grace Period"** and **"Redemption Period"** refer to post-expiration periods defined by the respective registry in which domain recovery may be possible under specified terms.

2. It is the sole responsibility of the reseller to ensure timely renewal of domain names prior to their expiration date in Openprovider. Failure to renew within the specified timeframe may result in cancellation, deletion, or loss of the domain.

3. Renewal Options

Domains must be renewed before their expiration date in Openprovider. Renewal can occur in two ways:

a. Explicit Renewal (Manual)

Resellers can manually renew a domain at any time within 4 weeks prior to the expiration date in Openprovider. For some TLDs, particularly gTLDs, renewal is also possible earlier than this 4-week window. If the reseller's account balance is sufficient at the time of request, the renewal will be processed immediately.

b. Auto-Renewal (System Scheduled)

When a domain is not renewed manually, Openprovider's renewal system will process it according to the auto-renewal settings and the reseller's account balance:

- If auto-renewal is disabled, either on the account level or for the specific domain, the domain will be cancelled on its expiration date in Openprovider.
- If auto-renewal is enabled and the account balance is sufficient, the domain will be automatically renewed on its expiration date in Openprovider. The renewal will be for the minimum period available, which is typically 1 year.
- If auto-renewal is enabled but the account balance is insufficient, the domain will not be renewed and will be cancelled on its expiration date in Openprovider.

4. Post-Expiration and Restoration

Domains cancelled or expired may be eligible for restoration depending on the applicable registry policy. Restoration requests may be submitted via the Restore Queue within the Reseller Control Panel, and may incur additional fees.

Renewals that have been processed (whether manual or automatic) are final and no cancellations or refunds will be granted under the following circumstances:

- The domain was renewed for more years than intended;
- The domain was renewed shortly before being transferred to another registrar;
- The domain was mistakenly renewed but already processed with the registry.]

5. Grace Periods and Refunds

Upon renewal, Openprovider submits the renewal order to the registry and pays the applicable fee, making the renewal irrevocable. Renewal is final and Openprovider does **not** offer refunds for:

- Domain deletions occurring during any added grace periods;
- Domains mistakenly registered or renewed;
- Premium domains unless explicitly agreed upon in advance.

Exceptions may be evaluated on a case-by-case basis (e.g., bulk erroneous registrations), subject to internal review and registry discretion.

6. Frozen or Blocked Domain Names

In exceptional cases, domain names may be subject to legal holds, court orders, or registry-imposed restrictions, rendering them non-deletable or non-expirable. In accordance with §11.10 of Openprovider's Terms and Conditions, Openprovider reserves the right to charge renewal fees in such cases, regardless of the reseller's intention or renewal settings.

7. API Considerations

Resellers utilizing Openprovider's API for domain lifecycle management must reference the **renewal_date** field, which aligns with the "Expiration Date" displayed in the Reseller Control Panel. Failure to correctly interpret this date may result in unintended cancellations or missed renewals.

8. Deletion and Reactivation

- a. If the option to automatically renew a domain name is not enabled, the domain will be deleted on its expiration date in Openprovider. Once deleted, the domain will either:
 - b. Become available for public registration, and/or
 - c. Enter a quarantine or redemption period, depending on the TLD and registry policy.

9. Voluntary Domain Cancellation (Before Expiration)

Resellers have the option to **cancel** a domain name **before** its expiration date in Openprovider. This can be done using one of the following methods:

- a. **Via Control Panel:** Navigate to the domain name details within your domain management panel and click the **Delete** or **Bin** button.
- b. **Via API**
 - **REST API:** Use the [DeleteDomain request](#).
 - **XML API:** Use the [deleteDomainRequest](#).

10. Domain Reactivation After Deletion or Expiration

Depending on the applicable registry rules, deleted or expired domains may be eligible for reactivation:

- Eligible domains will appear in the *Request Queue for Restores* within the Reseller Control Panel.
- Reactivation is subject to registry-defined restoration windows and associated non-refundable fees.

Openprovider offers a *Soft Quarantine* feature that allows for more cost-effective restoration of expired domains within a limited grace period. Please consult Openprovider documentation or support for further details

Important Note : Many TLDs apply **additional fees** for domain reactivation. These costs are set by the registry and are non-refundable.

11. Refund Policy for Deletions

Openprovider does **not** issue refunds for domain deletions in the following circumstances:

- Following successful registration;
- After renewal;
- After a successful transfer.

Additionally, domains revoked by a registry or registrar due to:

- Fraudulent or inaccurate registrant information;

- Suspected or confirmed abuse or illegal activity; will not be eligible for refund, even for the remaining portion of the registration period.

12. Related Policies

This Policy should be read in conjunction with:

- [Openprovider General Terms and Conditions](#)
- **ICANN and registry-specific domain lifecycle rule**

Resellers are encouraged to regularly review Openprovider policies and documentation to ensure full compliance with all domain lifecycle management obligations.

13. Reseller Obligation

The Reseller shall be obligated to comply, at all times, with the terms and conditions of this policy, as well as with any supplemental policies, procedures, technical requirements, or regulatory documents issued by Openprovider, as applicable. The Reseller shall further be responsible for ensuring that all obligations arising under such documentation are duly communicated to, and fully complied with by the domain owner with whom it interacts or to whom it provides services under this Agreement.

14. Renewal Notification and corresponding Reseller obligation

Openprovider provides domain name registration services through its network of authorized resellers. In relation to the renewal of domain names, all resellers are required to adhere to the provisions of this Domain Renewal and Expiration Policy. In accordance with ICANN's Expired Registration Recovery Policy (ERRP), Openprovider shall deliver renewal notifications via email to the Registered Name Holder's (Registrant's) email address on record, provided that the domain name has not yet been renewed at the time of notification.

Such notifications shall be issued as follows:

- The first renewal notice shall be sent approximately thirty (30) days prior to the domain name's expiration date;
 - The second renewal notice shall be sent approximately seven (7) days prior to the expiration date; and
- A final notice shall be sent promptly after the domain name has expired, in the event it was not renewed prior to its expiration.

It is the reseller's responsibility to ensure that accurate and up-to-date registrant email information is maintained, and that such notices are not obstructed by custom notification settings or technical configurations. Openprovider disclaims any liability arising from undelivered renewal notifications due to incorrect or outdated registrant data, or reseller-specific modifications.

