

## SERVICE TERMS – DOMAIN NAME DISPUTES

These Service Terms – Domain Name Disputes (**Disputes Service Terms**) are between the Com Laude Group entity identified in your Order Form (and, where applicable, its affiliate(s)) (**we, our, us** and **Com Laude**) and the client entity named in your Order Form (**you, your, Client**).

1. **Definitions.** Where capitalised terms are used but not defined below, they shall carry the meaning given to them in your Order Form or General Terms.
2. **Disputes Services.** We will provide the Domain Name Disputes Services (**Disputes Services**) as set out in your Order Form. Disputes Services are ordered on a per dispute basis by email to [brandprotection@comlaude.com](mailto:brandprotection@comlaude.com) and the services undertaken will depend on how the dispute progresses. Disputes Services are carried out by our wholly-owned affiliate, Demys Limited.
3. **Termination.** You may terminate the Disputes Services, in relation to a particular dispute or generally, on written notice at any time. You must pay for all work performed and third-party fees incurred by us up to the point of termination.
4. **Professional adviser.** You acknowledge that the role of Com Laude in providing the Disputes Services is that of professional adviser. As such, Com Laude may advise that the Disputes Services instructed by you are not appropriate in any given circumstance, in which case we shall not be obliged to carry out such services but may, if appropriate, propose a substitute service to you which you may choose to instruct.
5. **Incorporation of dispute resolution terms and conditions.** The Disputes Services are subject to the dispute resolution rules and policies of ICANN, the relevant registry/ies, and the applicable domain name dispute resolution provider(s) in force from time to time (**Disputes Policies**). The Disputes Policies are set by the relevant body, may be updated from time to time, and are non-negotiable; they are available from the relevant provider and/or from Com Laude on request. In the event of any conflict with this Agreement, the Disputes Policies prevail. You agree that Com Laude may take such reasonable steps on your behalf as necessary to ensure your compliance with the Disputes Policies.