

# FREQUENTLY ASKED QUESTIONS

## **1Q) Who are Startbrand?**

**1A)** Startbrand is an affiliate of UK Domain Brokers and UK Website Designers, which is an online marketplace of brandable and keyword-type business domain names. We make the job of building your brand a bit easier by offering up unique domain names with pre-made logos.

## **2Q) How is Startbrand different?**

**2A)** Startbrand offers a free logo for the sole purpose of marketing your listing you can use this logo to help you drive traffic to your listing. You can advertise on classified ads and directories. The logo remains the property of Startbrand until the domain is sold. It is strictly prohibited to use the logo for stationary without Startbrand permission.

## **3Q) How can I search for a suitable domain name?**

**3A)** You can search for domain name by browsing through our list of brands or by choosing a category listing and see what fits your needs best. Domains are listed in their related categories and also in Alphabetical order. Most of the names are listed in multiple appropriate categories. Once you have identified a domain that you like, simply click on the logo belonging to the name to access the domain description page.

## **4Q) How buying works for domain names under \$1500?**

**4A)** Click the Buy Now button on the domain's description page. You will be directed to an ecommerce secure gateway where you can pay with your credit card, debit card. Once you paid for the domain open an account at the domain registrar and send us your customer number or login name and email address associated with the account. We need these data so that we can move the domain name from our account to your registrar. This domain moving process is called "account change" and can take up to seven days (usually few hours only). Our involvement with the domain ends once the account change is complete. You will have full control of the domain name once you have logged in to your account.

The logo design files will be sent to your email address.

## **5Q) How long will the transfer process take?**

**5A)** The transfer process can be completed within 1-7 days, unless there are exceptional circumstances beyond the seller's control.

## **6Q) Can I pay in installments?**

# FREQUENTLY ASKED QUESTIONS

**6A)** In some cases where there is an option to pay monthly this is available at checkout and is spread over a five year term. Please enquire if this option is not available at the marketplace as we can still maybe persuade to seller to accept this option ata later date.

**\*\*IN ACCORDANCE WITH UK MONEY LAUNDERING PROCEDURES WE'LL NEED A COPY OF A VALID PHOTO I.D. (DRIVERS LICENCE, PASSPORT, ETC.).**

**7Q) Can I reserve a domain with a small down payment?**

**7A)** Yes, you can. Our reservation deposit rate is 25% of the overall domain price and lasts 30 days for the item requested. The item will be removed from the site during this period. This deposit is non-refundable. After 30 days if the total payment for domains reserved is not received, the items will go back up for sale.

**8Q) Who pays the escrow transaction fee for domain name between \$1500 and \$5000?**

**8A)** The way the process works is you the buyer will receive an invoice outlining all outgoings at the time of sale. Once payment has been complete we will pay the the Escrow fees.

**9Q) Can I use Escrow.com for payment for domain names under \$2000, too?**

**9A)** Yes, you can but you need to pay the escrow fee. It is about 10% of the domain's price,which will be added on to the end sale price. You will receive an invoice outling all costs.

**10Q) Is this website secured?**

**10A)** All purchases are processed via the secured PayPal, Stripe or Escrow.com platforms. PayPal, Stripe and Escrow.com use the latest in data encryption and anti-fraud technology to keep your information secure, reducing the risk of any online fraud. Your personal payment information, such as bank information or credit card information are not held or stored through our website or servers. However, this website is secured with a COMODO CA Web Server Certificate.

**11Q) How buying works for domain names between \$1500 and \$5000?**

**11A)** For payment transactions above \$1500 we use the escrow services of Escrow.com. Please open a free account at Escrow.com and send us your email address associated with the account and the domain name you wish to purchase. With these data we will start the transaction at Escrow.com. Escrow.com will inform you via e-mail about the payment options.

Once you paid Escrow.com open an account at the domain registrar you wish to use and send us

# FREQUENTLY ASKED QUESTIONS

both your customer number/login name and email address associated with the account. We need these data so that we can move the domain name from our account to your registrar. This domain moving process is called “account change” and can take up to seven days (usually few hours only). Our involvement with the domain ends once the moving process is complete. You will have full control of the domain name once you have logged in to your account.

## **12Q) Do I get a discount if I buy in bulk?**

**12A)** It depends on the seller but we can negotiate on your behalf. If you are buying from two different sellers we may be able to offer a deal ranging from 5 to 20% if you buy more than two domains.

## **13Q) Do you have a refund policy?**

**13A)** No, we does not offer refunds for purchased domain names.

## **14Q) Do I get a website with the domain?**

**14A)** The domains are sold without a website, but should you wish to have a website developed we will be able to design one for you. Prices will apply on the type of website you wish to have. Please check our price packages as published on our website.

## **15Q) How long does it take for the new ownership to show up on the WHOIS record?**

**15A)** Whois information is not updated immediately. It typically takes just a few hours for Whois data to update - though different registrars are faster than others. Usually your whois information will be updated within 72 hours.

## **16Q) Do I have to pay for the logo?**

**16A)** No, if you buy a domain name the logo is completely free for you, you also have the option of 10 revisions free of charge.

## **17Q) Can others also buy the logo that comes with the domain?**

**17A)** No. When you buy a domain, the full ownership of the intellectual property passes from Startbrand to you. You will own the design exclusively, it will be yours and only yours. We recommend purchasing a trademark license to secure your brand name. This can be found on our website.

## **18Q) In what type of files do I receive the logo?**

# FREQUENTLY ASKED QUESTIONS

**18A)** Your logo will be transferred in multiple formats which will allow you to immediately use them for online or offline (printing) use.

**AI** – Adobe Illustrator vector based format for high resolution printing

**EPS** – Encapsulated Postscript format. Another vector based logo format is readable by both PC and Macintosh (Apple) desktop and publishing software. This is the file you would require for traditional reproduction (printing). It is both scalable (can be re-sized without any degradation in quality) and editable. It can be utilized by most commercial printers and software packages.

**JPG** – A .JPG version of your logo.

**PNG** – A .PNG version of your logo.

**19Q) Are these domain names and logos trademarked?**

**19A)** No, they are not. We recommend registering your domain and logo as a trademark as soon as possible to protect your new venture, this is available on our website.

**20Q) When will the domain registration expire after the transfer?**

**20A)** It depends on the domain name. It is the responsibility of the buyer to verify the expiry date of the domain registration, and to take the necessary step to renew the domain registration after assuming ownership, control and responsibility for the domain.

**21Q) Do we accept Bitcoin**

**21A)** It all depends on the seller, Please email us to discuss this option.

**22Q) I have a question that isn't answered here**

**22A)** In that case, just contact us by email to [info@startbrand.co.uk](mailto:info@startbrand.co.uk) and we will answer it as soon as possible.