



## Restore Fee Service – Frequently Asked Questions (FAQs)

### 1. What is the Restore Fee service?

The Restore Fee service allows registrars to restore domain names that have entered the redemption grace period (30-day redemption period after a domain deletion request is submitted by the registrar). It offers a recovery mechanism for customers who have missed their renewal deadline, while also providing registrars with an additional revenue stream.

### 2. When does the service go live?

The service will be available from 09:00 on 1<sup>st</sup> August 2025.

### 3. What is the cost of restoring a domain?

The Restore Fee is €48 per domain. Once restored, the standard domain renewal fee of €16 can then be paid.

### 4. Can registrars set their prices for this service?

Yes. Registrars have full flexibility to set their retail pricing for the Restore Fee service.

### 5. What is the redemption grace period?

The redemption grace period is the 30-day period following a domain deletion request by the registrar, during which the domain can still be restored and renewed before it is deleted or becomes available for others to register.

### 6. Which domains are eligible to restore under this service?

Domains that are within the redemption grace period and have not yet been deleted.

### 7. Will the Restore Fee be refunded if the customer changes their mind?

No. Once the restoration has been processed, the Restore Fee is non-refundable.

### 8. Is there any action required by registrars to enable this service?

No action is required if you are already integrated with our platform. However, we recommend that you review your pricing and update your customer-facing terms to reflect the new option.

### 9. Can this service be used multiple times for the same domain?

No. A domain can only be restored once per expiry event, during its redemption grace period.

### 10. Can a domain be transferred while it is in the expiry grace period or after restoration?

A domain **cannot be transferred while it is in the expiry grace period**. It must first be restored by paying the applicable **Restore Fee (€48)** and **renewal fee (€16)**. Once the domain has been restored and is in good standing, it can then be transferred following normal procedures.

### 11. Where can I get support or more information?

If you have any questions or need technical support, please contact our Registrar Services team at [registrations@weare.ie](mailto:registrations@weare.ie).