



Jovan Janevski <[MAIL-REDACTED]>

Dynadot support chat session 398031

2 messages

Dynadot <no-reply@dynadot.com>
To: [MAIL-REDACTED]

Thu, Jun 1, 2023 at 11:49 PM

Dear customer,

The following is your the chat records you requested for your reference:

You Jun 1 2023 1:44pm

Where is my domain?

Dynadot Jun 1 2023 1:44pm

Hello! My name is Jin, welcome to Dynadot chat! Please allow me to review your inquiry.

Dynadot Jun 1 2023 1:44pm

May I confirm the domain, please?

You Jun 1 2023 1:45pm

[inf.sx](#) i paid for it and now i have only account balance, no domain.

You Jun 1 2023 1:45pm

Sara Dobrev processed it.

Dynadot Jun 1 2023 1:45pm

I will look into that. One moment please.

You Jun 1 2023 1:45pm

Manually, there was issue with your payment system.

You Jun 1 2023 1:45pm

You did not charge my card.

You Jun 1 2023 1:46pm

I contacted my card issuer.

You Jun 1 2023 1:47pm

Then she manually charged it.

Dynadot Jun 1 2023 1:47pm

Let me check on that for you. Please hold.

Dynadot Jun 1 2023 1:53pm

Unfortunately, the domain expired on April 16, 2023. The grace renewal period for .SX domains spans 40 days after the expiration of the domain name. Which means you had until Friday, May 26, 2023 to renew the domain at regular price.

Since that date had passed, you could no longer renew the domain name because it was no longer in your account. It had gone into its redemption period where the domain is not under a registrant, so it must be restored to get it back into your account.

I had asked our orders team to refund the cost that Sara Dobrev charged your card with back to your card. Instead, you will need to restore the domain name.

You can restore the domain below by clicking on the domain and hit the restore button:

<https://www.dynadot.com/account/domain/inactive.html>

Please do note, that the price to restore a domain is more expensive due to additional steps and Registry costs.

For full information please click here:

<https://www.dynadot.com/community/help/question/what-is-a-restore>

You Jun 1 2023 1:55pm

May i add that the renewal was on time and that you did not even attempt to charge me>

You Jun 1 2023 1:55pm

?

You Jun 1 2023 1:56pm

I've checked with my card issuer.

You Jun 1 2023 1:56pm

There is a problem in your order system.

You Jun 1 2023 1:56pm

Anyhow, i have clicked the restore button.

You Jun 1 2023 1:56pm

And paid the \$100.

You Jun 1 2023 1:57pm

Can you at least have the human decency to check if this order passes or not?

You Jun 1 2023 1:57pm

Status processing.

You Jun 1 2023 1:57pm

And it shall fail again i guess.

You Jun 1 2023 1:58pm

This is not the first time this happens.

Dynadot Jun 1 2023 1:58pm

I can see the order has been made, and our system has received the payment. Our registry team will process the order for you. As this requires extra steps, restore orders can take up to 24 hours to complete.

You Jun 1 2023 1:58pm

I think you're punking me.

You Jun 1 2023 1:58pm

Honestly.

You Jun 1 2023 1:58pm

I mean not you, Dynadot as a company.

Dynadot Jun 1 2023 1:59pm

I do apologize for the inconvenience, I will make sure to pass your feedback and experience to our team.

Dynadot Jun 1 2023 2:01pm

Is there anything else I could help you with in the meantime?

You Jun 1 2023 2:02pm

My order is still in processing and i have been charged money. I'd like for it to pass and for me to have my domain basically.

You Jun 1 2023 2:03pm

I have a company account with you, with more domains, i'll make sure i remove all of them away from you.

Dynadot Jun 1 2023 2:03pm

I see. Unfortunately, our live chat team is not able to expedite anything else at the moment.

Our registry team will need to process the restoration which will take some time. That is the only thing that needs to complete now. You will receive email notifications when the order is complete.

If you have any questions, please contact us at info@dynadot.com.

Best Regards,
Dynadot Support Team

Dynadot <no-reply@dynadot.com>
To: [MAIL-REDACTED]

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