

Domain Transfer Policy

How to transfer a domain to PriceHQ, or away to another registrar.

Domains Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

Applies once domain services launch. PriceHQ doesn't register or transfer domain names yet. This agreement will apply to domain orders from the day we start offering them.

In short

- Applies once PriceHQ domain services launch.
- To transfer in, you'll need the transfer (auth/EPP) code from your current registrar, and the domain must be unlocked.
- You can transfer away at any time; get your code from the client area.
- Transfers usually add a year to the registration and take up to 7 days.

This summary helps you find your way. The full text below is what applies.

This policy explains how domain transfers work. It adds to our Domain Name Registration Agreement and .au Domain Registrant Agreement.

1. Transferring a domain to PriceHQ

- 1.1 Get the transfer code (also called an auth or EPP code) from your current registrar and make sure the domain is unlocked and not about to expire.
- 1.2 Order the transfer from our website or client area and enter the code. Most generic domains also ask the registrant to approve the transfer by email.
- 1.3 Transfers usually complete within 7 days. Your website and email keep working during the transfer if your nameservers stay the same.
- 1.4 Most generic domain transfers add one year to the registration, charged at the transfer price. .au transfers follow auDA's rules and may not extend the licence.
- 1.5 A domain registered or transferred in the last 60 days, or that's locked for a dispute, usually can't be transferred until the restriction ends.
- 1.6 If a transfer fails or is rejected, we'll tell you why. If it can't be completed, we refund the transfer fee.

2. Transferring a domain away

- 2.1 You can transfer a domain to another registrar at any time, unless it's locked by the registry, under a dispute, recently registered or transferred, or has unpaid fees owing.
- 2.2 Turn off the transfer lock and get your transfer code in the client area, then start the transfer with your new registrar. We don't charge a fee to transfer away.
- 2.3 Once a domain leaves us, any time left on its registration moves with it under the registry's rules. Fees already paid aren't refunded.

3. Changing the registrant

- 3.1 Changing who holds a domain (the registrant) isn't the same as a transfer between registrars. Some registries require extra checks and may lock the domain from transfer for 60 days after a change.
- 3.2 For .au domains, a change of registrant must meet auDA's eligibility rules for the new holder.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.