



## Account Cancellation Request!

IONOS Inc.

	Account Information
Customer ID*	
First Name*	
Last Name*	
Company Name	
Mailing address	
Telephone Number	
E-mail Address*	
Credit card (last 4 digits)/PayPal address*	
Authorized Signature*	

\* Fields with an asterisk are required. Please provide the identifying and other documentation requested on the following page.

THIS REQUEST AND ANY ACTIONS TAKEN IN RESPONSE THERETO BY IONOS Inc. (IONOS) IS GOVERNED BY THE TERMS OF IONOS'S GENERAL TERMS AND CONDITIONS OF SERVICE (THE "GT&C") WHICH (1) LIMIT IONOS'S LIABILITY FOR ANY AND ALL DAMAGES RELATING TO THE ACCOUNT OR LOSS OF DATA OR DOMAIN NAMES, INCLUDING BUT NOT LIMITED TO EXCHANGE DATA, (2) REQUIRE THAT YOU INDEMNIFY IONOS FOR ANY EXPENSES, INCLUDING LEGAL COSTS, RELATING TO THE ACCOUNT OR THIS REQUEST, AND (3) REQUIRE THAT YOU SUBMIT TO THE EXCLUSIVE JURISDICTION AND LAW OF THE COMMONWEALTH OF PENNSYLVANIA FOR ANY DISPUTES RELATING TO YOUR ACCOUNT OR THIS REQUEST. **BY SIGNING ABOVE, BOTH THE OWNER OF THE ACCOUNT AND THE NEW OWNER, IF APPLICABLE, AGREE AND REAFFIRM THAT THEY HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY THE GT&C IN THEIR ENTIRETY, INCLUDING THE SUPPLEMENTAL TERMS ON THE FOLLOWING PAGE, AND THAT, UNDER PENALTY OF PERJURY, THEY ARE AUTHORIZED TO MAKE THE REQUEST OUTLINED ABOVE.** THE GT&C CAN BE FOUND AT [WWW.1AND1.COM](http://WWW.1AND1.COM).

**By signing above, providing any required documentation (see next page), and returning to IONOS, I hereby request that IONOS Inc. cancel the listed account. I understand that ALL DOMAIN NAMES AND DATA ASSOCIATED WITH THE ACCOUNT WILL BE IRREVOCABLY DELETED.**

### Instructions

- Fill out all information listed under Account Owner, including Customer ID, first name, last name, and credit card information.
- Provide the new customer ID and contract number
- The contact information for the new customer and contract must match that of the Account Owner, and must be a IONOS customer in good standing.
- Please be sure to backup any data, e-mails, website content, or other information associated with the IONOS account in question and transfer any domain names you would like to retain. **ALL DOMAIN NAMES AND DATA ASSOCIATED WITH THE ACCOUNT WILL BE IRREVOCABLY DELETED.**
- Be sure to sign the form on the authorized signature spot. Unsigned or incomplete requests will not be accepted.

# Account Cancellation Request!

IONOS Inc.

## Supplemental Terms

1. IONOS may decline any request for any reason whatsoever, in its sole and unfettered discretion. IONOS reserves the right to request additional information and/or documentation prior to carrying out the request in its sole discretion.

2. The individual listed under *Account Information* (the "Current Owner") represents and warrants that he or she has the full and complete authority to initiate the actions requested pursuant to this form (the "Requested Actions") and, as further set forth in the GT&C, releases, discharges, and agrees to indemnify IONOS from any and all claims arising from the Requested Actions. The Current Owner further warrants and represents that the information on the form is correct.

3. In the case of a change of ownership (i.e., the individual and/or company name are changed), the Current Owner hereby transfers and conveys to the individual or company listed under *New Information* (the New Owner) all right, title and interest in the account and any related domain names. The Current Owner further warrants and represents that he or she has the full and complete right and authority to act on behalf of any domain name registrant listed under the account. The Current Owner is not entitled to a refund of any fees or payment paid to IONOS, is responsible for any and all charges arising prior to the date of such transfer.

4. By signing this form, the New Owner, if any, warrants that he or she has read, understands and agrees to be bound by the GT&C in their entirety, and that he or she has the authority to do so. The New Owner further warrants and represents that the information on this Request Form is correct. The New Owner must update the credit card details on the account by accessing <https://admin.1and1.com> within five days after the transfer as follows: log into the account, click ACCOUNT at the top, and then click Credit Card Details. Failure to update the credit card information may lead to suspension or termination of the account and loss of associated data or domain names without further notice.

5. In the case of a change to a domain name where the name of the registrant differs from that of the Current Owner, the Current Owner represents and warrants that he or she has the right and authorization of the registrant to initiate such transfer.

6. In the case of a domain redemption, you hereby authorize IONOS to remove the said domain(s) from redemption period status and attach the domain to the contract listed above. You also agree to the redemption fee of \$40.00 USD and any other fees associated with the redemption, and you further authorize IONOS Inc. to debit the credit card on the account listed above for that amount, in addition to any fees for the account.

7. In the case of a domain deletion, you understand that the domain name(s) will no longer be available or redeemable once deleted. You further acknowledge and agree that you are responsible for any and all charges or costs relating to the domain name(s) which arise prior to or as a result of your registration or deletion of the domain name, including but not limited to registration fees, renewal fees, and legal costs. You further agree that should IONOS may, in its sole discretion, disclose your contact information in response to a request for information, subpoena, lawsuit or any other legal process relating to the deleted domain name(s) without your consent or notice to you.

8. The Current Owner and, if applicable, the New Owner authorize IONOS to take any actions necessary to effectuate the Requested Actions.

## Documentation Required for Certain Requests

Generally, IONOS will refuse change requests which are not initiated with the consent of the individual whose name is listed on the account (the Current Information). If your account is a personal account (i.e., there is no company name on the account), please provide the following, in

addition to the information requested above:

- Copy of a valid and current government-issued photo id matching the individual name and contact information listed under *Current Information*.
- If applicable, a copy of a valid and current government-issued photo id matching the individual name and contact information listed under *New Information*.

If your account is in a corporate name (i.e., there is a company name on the account), please provide the following:

- Copy of a valid and current government-issued photo id matching the individual name and contact information listed under *Current Information*.
- A letter requesting the transfer, on company letterhead matching the address given for the account under *Current Information*, signed by an officer or other individual authorized to act on behalf of the corporation.
- A certified copy of the company formation documents
- If applicable, a copy of a valid and current government-issued photo id matching the individual name and contact information listed under *New Information*.