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LEGAL CENTER

# Domain Name Transfer Agreement

The terms for moving a domain name to HSJ Host from another provider.

Last updated: 14 October 2026

## Introduction

This Domain Name Transfer Agreement ("Agreement") applies when you transfer a domain name to HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our"). By requesting a transfer, you ("you", "your", "Registrant") agree to this Agreement.

This Agreement forms part of our Terms of Service. Once the transfer is complete, your domain is managed under our Domain Name Registration Agreement. If this Agreement conflicts with the Terms of Service, this Agreement applies to domain transfers.

**Your rights under Australian Consumer Law.** Nothing in this Agreement excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law that cannot lawfully be excluded, restricted or modified.

## 1. Before You Start

- **Authority:** you must be the registrant of the domain, or be authorised by the registrant to transfer it.
- **Unlock the domain:** ask your current provider to remove any transfer lock.
- **Get the authorisation code:** get the domain's authorisation code (also called an EPP code or domain password) from your current provider.
- **Check your details:** make sure the registrant email address is current, because we or the current registrar may need to confirm the transfer with you.
- **Check DNS, website and email:** transferring a domain moves its registration only. It doesn't move your hosting or email. If your domain uses your current provider's DNS, make sure your DNS records will keep working after the transfer.

## 2. The Transfer Process

1. Submit the transfer request through our Transfer a Domain page or the client portal, enter the authorisation code, and pay the transfer fee.
2. We send the transfer request to the registry through our registrar partner. You may be asked to confirm the transfer by email.
3. The current registrar may approve or reject the transfer. Most generic domain transfers complete within 5 to 7 days, and .au transfers usually complete faster once the correct authorisation code is provided.
4. When the transfer is complete, we will let you know, and you can manage the domain, including renewals and DNS, in the client portal.

You remain the registrant of the domain after the transfer. HSJ Host, through our registrar partner, becomes the domain's registrar of record.

## 3. When a Transfer Can Fail

A transfer may be rejected or fail if, for example:

- the authorisation code is incorrect or has expired;
- the domain is locked by the current registrar or the registry;
- a generic domain was registered or transferred in the last 60 days, or its registrant details were recently changed;
- the domain has expired, or is in a redemption or pending-delete period;
- the current registrar rejects the transfer; or
- there is a dispute or legal issue involving the domain.

If a transfer can't be completed, contact our support team. We will help you resolve the issue or refund the transfer fee.

## 4. Registration Period After Transfer

- For most generic domains, a successful transfer adds one year to the domain's registration period. Whether a transfer extends the registration period for other extensions, including .au, is shown at checkout.
- If you transfer a domain shortly after renewing it, or while it is in a grace period after expiry, you may lose some or all of that renewal period. Please check with your current provider before transferring.

## 5. Fees and Refunds

The transfer fee is shown at checkout. It is refunded if the transfer can't be completed. Once the transfer is complete, the fee is not refundable, except where you are entitled to a refund under the Australian Consumer Law.

## 6. Applicable Policies

- Transfers of generic domains are governed by ICANN's Transfer Policy and the rules of the relevant registry.
- Transfers of .au domains are governed by the auDA policies.

## 7. Changes to This Agreement

We may update this Agreement in the same way as our Terms of Service, and when a registry, auDA or ICANN changes its rules. If a change materially disadvantages you, we will email you at least 30 days before it takes effect, unless a registry or regulator requires the change sooner. See section 3 of our Terms of Service.

## 8. Governing Law

This Agreement is governed by the laws of Victoria, Australia. You and we submit to the non-exclusive jurisdiction of the courts of Victoria and the Commonwealth courts of Australia.