



# The Famous Fine Print

## Also known as General Terms and Conditions

**Version: Feb. 2026**

We strive to offer optimal service and to be open and clear about it. However, we cannot avoid having "rules of the game"; in short, below are our General Terms and Conditions.

### Please take the time to read the terms

First of all, we advise you, as a Visitor of this Website, to review the General Terms and Conditions and our Privacy Policy if you intend to use our website and offered services. These Terms and Policies apply to such use. By using the site, you agree to them. In this document, you can read what these conditions entail.

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### Definitions Used

Below, we explain the meaning of the terms or descriptions used in our General Terms and Conditions.

**Administrator** Dovendi BV (Dovendi), located at H.J.E. Wenckebachweg 123, 1096 AM Amsterdam (The Netherlands) and registered under Chamber of Commerce (KvK) number 89369181. Dovendi is the owner of the website [dovendi.com](https://dovendi.com), to which these General Terms and Conditions apply. As the Administrator, we wear multiple hats: Contractor, Intermediary, Service Provider, Broker, etc. References to "We, us, and our" also refer to the Administrator where applicable.

**Website** This refers to the Dovendi website, namely: [dovendi.com](https://dovendi.com)

**Visitor | User** A person or representative of a legal entity who uses the Website, consults it, and explores the services provided.

**Client** Depending on the context: Acquirer, Buyer, or Customer. In all cases, the person, organization, or institution that purchases a domain name or a service from the Provider.

**Contractor** The Administrator may, in certain cases, act as the Contractor or Provider of services.

**Intermediary** The Contractor fulfills the commissioned role of Intermediary between the Provider and the Client.

**Broker** The Administrator always acts as a Broker between the Provider and the Visitor (potential Buyer/Acquirer). The Administrator is not the holder of the domain names offered via the Website.

**Party (Parties)** A general designation for an involved individual or organization ("Party") who may or may not enter into a specific relationship with one another ("Parties").

**Provider** The Party that offers domain names for sale via the Website or response form and/or makes Services known via the Website.

**Service(s)** Everything outside of offering a domain name, such as but not limited to: Advice, Mediation, Valuation, etc.

**Offer** The entirety of what can be acquired via the Website and response form.



**Asking Price** The price the Holder asks for the respective Domain Name.

**Price Guarantee** The Asking Price that the Holder provides to us is also called the Price Guarantee, which we are permitted to offer for 7 days.

**Transaction** A (purchase) agreement between the Provider and the Client established via the Website and/or through the Intermediary.

**Fee** The Administrator receives a Fee from the Provider upon the conclusion of a Transaction.

**Partner** A Party that offers knowledge and/or services via the Website and is recognizable as such on the Website. A Partner has a direct relationship with the Contractor. A Partner may also be a Provider.

**Third Parties** All Parties that have a direct or indirect relationship with the Administrator, whose services fall outside the responsibility of the Administrator.

**Domain Name** In the context of offering a domain name via the Contractor's website, this refers to tradable domain names available for anyone to purchase.

**Holder** The person or organization that has registered the domain name. Also referred to as the "Owner."

**Registrar** The party that registered/recorded the domain name on behalf of the holder. Not necessarily the holder of the domain name themselves.

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## Scope of these Terms

These General Terms and Conditions apply to all Services provided by Dovendi BV and the use of the Website. Furthermore, the Terms of the Provider also apply to Transactions, for which the Administrator bears no responsibility and/or liability. While we don't necessarily look forward to it, we reserve the right to change the Terms unilaterally.

## Liability

As the Administrator, we do everything possible to maintain the highest quality of the Offer, but we are not liable for the reliability of the services provided by the respective Provider or Partner.

Dovendi bears no responsibility for the domain names taken under management—for example, in cases of trademark claims, (former) ownership disputes, cybercrime, cybersquatting, or any other issue. In such cases, Dovendi will play a mediating role.

Dovendi is not liable for the availability of a domain name if a transfer fails to occur, for example, due to:

- Failure to obtain a transfer code
- Bankruptcy of a Partner
- Prior sale without transfer
- Business disputes

In all such cases, Dovendi will ensure the purchase is credited/refunded. After the Transaction, the Client (as the Holder) is personally responsible for the use and deployment of the Domain Name acquired from the Provider, as well as for any claims on the acquired Domain Name. Rescinding the Transaction on these grounds is not possible.

## About the Services



The Website provides a portal where:

- **A Visitor:** Can search for available domain names, purchase various Services, and freely gather information.
- **A Provider:** Can share knowledge and offer services and domain names.

## Stated Prices

Prices on the Website or communicated in any other way are always exclusive of VAT unless otherwise stated or agreed upon in writing. We are vigilant regarding the quality of the information provided. However, we cannot guarantee with certainty that all price information is always correct and complete. Prices and other information on the Website and in other information sources originating from us are therefore subject to typos and programming errors.

Dovendi has no influence over interim price changes, typos, or other causes resulting in an Asking Price different from the one issued for the 7-day Price Guarantee period.

## Reserving a Domain Name

On behalf of the Holder(s), we can generally reserve a domain name for a maximum of 5 working days. However, we can never guarantee that the name will still be available at the moment the data provided by the Client is processed.

## Failure to Transfer a Domain Name

When a domain name is sold through Dovendi's mediation, an "owner change" follows (via the provision of a transfer code), and the domain name must be moved to the buyer's account. If this does not happen, two reminders will follow. After that, the losing Holder has the right to charge for the costs of renewing the registration, including a markup for internal and external costs.

You are then still required to transfer the domain name. If this does not happen, the losing Holder reserves the right to undo the transaction and take back the domain name and/or offer it to another interested party. The initial buyer can then no longer claim a refund or credit.

## Right of Withdrawal

We mediate in and provide services. It is therefore not possible to invoke the statutory right of withdrawal. The moment you accept a proposal, you agree to immediate delivery, and your right to dissolve the transaction expires.

## What do we do with your data?

We process your personal data as stated in our Privacy Statement. You can find this in the footer at the bottom of our website.

## Also good to know

Dutch law applies to any concluded agreement. Unless mandatory law prescribes otherwise, all disputes arising from the Agreement will be submitted to the competent Dutch court.

If a provision of these Terms proves to be incorrect, invalid, void, or illegal, this does not affect the validity of the General Terms and Conditions as a whole. In such a case, the Parties involved will consult in good faith with the



aim of establishing new provision(s) to replace the old ones, whereby the Parties strive to match the intent of the original provision as closely as possible.

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If you can't figure it out or if you have questions or comments after reading these General Terms and Conditions, please feel free to contact us.