

Payment Disputes and Chargeback Policy

1. Purpose and Scope

This Payment Disputes and Chargeback Policy (“Policy”) sets out the procedures and principles to be applied against disputes, chargebacks, and fraudulent payment attempts related to all payments made through Atak Domain.

This Policy applies to all payments, including but not limited to:

- domain name registration / renewal / transfer transactions,
- hosting / email / DNS services,
- SSL certificates,
- ready-made website packages,
- API fees,
- digital services and credits.

2. Definitions

Chargeback:

The process by which the cardholder applies to their bank to reverse a payment.

Payment Dispute:

A complaint or dispute initiated directly by the customer with Atak Domain regarding a service, fee, or transaction.

Fraudulent Transaction:

Transactions made using fake, stolen, or unauthorized payment methods.

3. Basic Principles

3.1. Except for transactions made without the cardholder’s knowledge, initiating a chargeback by the customer shall be considered a violation of Atak Domain’s policies.

3.2. Since chargebacks cause financial loss in domain name and digital services, Atak Domain reserves the right to immediately suspend the relevant domain name and/or service.

3.3. In chargeback cases, Atak Domain has the right to submit a defense with the following documents:

- IP and browser logs
- payment history
- invoice records
- service usage reports
- panel login logs
- agreement acceptance records



4. Payment Dispute Process

Customers must contact Atak Domain before applying to their bank in relation to any payment dispute.

Contact:

domain@apiname.com
hukuk@atakdomain.com
+90 262 325 92 22

Atak Domain evaluates the dispute as follows:

1. Receipt of the request
2. Review of evidence and records
3. Technical/legal assessment
4. Communication of the resolution to the customer

Average resolution time: 24–72 hours

5. Actions to Be Applied in Case of Chargeback

5.1. Suspension of Services

The following services may be automatically suspended:

- domain names
- hosting services
- email services
- SSL certificates
- DNS / forwarding services
- API accounts

5.2. Special Provisions for Domain Names

In accordance with ICANN and relevant Registry rules:

- The domain name subject to a chargeback is placed under transfer lock.
- clientHold may be applied until WHOIS information is verified.
- Renewal fees are non-refundable.
- A restore fee may be applied.

During the process, the domain name cannot be deleted, transferred, or assigned to another party.

5.3. Account Restrictions

In case of a chargeback, the following actions may be applied to the customer account:

- blocking new orders
- suspension of API usage



- freezing balance credits
- requesting identity verification

5.4. Fees and Costs

Chargebacks cause costs imposed on Atak Domain by banks.

Therefore, the customer is responsible for the following fees:

Description	Fee
Chargeback processing fee	Fee applied by the bank
Service restoration fee	Registry restore fee for domain names
Transaction and operation fee	Atak Domain processing fee

6. Cases Where the Chargeback Is Unjustified

In the following cases, a chargeback shall be deemed invalid and made in bad faith:

- the customer wants to reverse the payment after receiving the service due to dissatisfaction
- payments made while automatic renewal is enabled
- domain names renewed by mistake
- accounts with a long-standing registration history
- refund requests made without cancelling the service

In such cases, Atak Domain may:

- submit an official defense to the bank/payment provider to reject the chargeback
- request operational expenses from the customer
- close the account

7. Fraudulent Payments

The following cases shall be treated as suspected payment fraud:

- use of fake credit cards
- inconsistent IP logins from different countries
- rapid and consecutive transactions made via VPN
- stolen payment methods
- proxy registrations and fake WHOIS information

Atak Domain has the authority to:

- suspend the domain name
- close the account
- share records with law enforcement authorities
- submit IP and transaction logs



8. Relationship with the Refund Policy

This Policy is applied together with Atak Domain's Refund Policy.

- If a refund is not eligible, the chargeback shall not be accepted.
- In cases where a refund is possible, a resolution through Atak Domain is recommended instead of a chargeback.

9. Legal Proceedings

Chargebacks may be reported to the relevant authorities for the following reasons:

- payment fraud
- damage caused to banks/financial institutions
- abuse of the domain name
- suspicion of cybercrime

Upon request, Atak Domain may share records with institutions such as:

- Public Prosecutor's Office
- Police Department
- BTK
- ICANN

10. Policy Updates

Atak Domain may unilaterally update this Policy within the framework of:

- payment provider changes
- ICANN updates
- Turkish legislation
- financial security requirements