Generated on 21/10/2026 17:39

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Domain renewal: deadlines, reminders and what you lose

Domains & DNS

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-427	v2026.10.18	Mozambique · English

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Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/427

Domain renewal: deadlines, reminders and what you lose

Domains & DNS · Created on **September 26, 2026** · Updated on **October 18, 2026** · 4 min read

A domain is not bought once and kept forever. It is rented in terms, usually a year at a time, and it goes back on the market if nobody pays for the next one. Everyone knows this in theory. Domains are still lost, and almost always to inattention.

From the reminder to the payment

1. **A reminder goes out by e-mail before the date**, and again as the date gets closer. It always goes to the e-mail address on your account, and nowhere else.
2. **An invoice is issued.** With auto renewal switched on it is raised for you before the due date and all you do is pay it. You can switch it on and off in the client area, domain by domain, at any time.
3. **You pay the invoice.** While the invoice is open, the domain has *not* been renewed. It is the confirmed payment that extends the term, not the issued invoice.
4. **The new date is visible.** In the client area, and in the public **WHOIS** lookup that anyone can run.

> **!** **A reminder is only as good as the address it goes to.**
> If the account e-mail belongs to someone who left, or to a mailbox nobody opens, the reminder is lost and the domain follows it. Worse: if that address is *on the very domain* that is expiring, the day it stops working is the day you stop being told it stopped working. Check the address on your account today.

Expired is not the same as gone

They are two different states, and between them sits a door that is slowly closing. Confusing the two is what makes people wait one more week.

State	What it means
Active	It answers on the internet. The expiry date is in your client area and public in WHOIS.
Expired	The date has passed and the domain stops answering. **The name is still yours** and can still be renewed for **30 days** (the grace period), with a **grace fee** on top of the renewal.
Redemption	The grace period is over. For the next **30 days** it can only be restored: you pay the renewal, the grace fee and a **redemption fee**, far above the renewal price. It is still recoverable, but no longer cheap.
Released	The name goes back on the market and anyone can register it. From here there is nothing we or anyone else can do.

Our windows: 30 days of grace, then 30 days of redemption.
The fees for each phase appear on the renewal invoice and depend on the extension. Some registries close earlier or do not allow recovery at all, so ask us on the day you notice, not the day after.

What stops working on the expiry date

The site goes down and e-mail on that domain stops being delivered. The hosting is still paid for and every file is still sitting there, untouched: what failed is the address, not the house. But nobody can reach it, and people who write to you in those days may get their message bounced back.

The sum to do is not the renewal price. It is the days your customers cannot find you, the messages that never arrive, and what it costs to recover a name someone else has registered in the meantime.

Two ways to stop thinking about this:
turn on auto renewal
, and, where the extension allows it, **renew for several years at once**. The second one also protects you from yourself.

It has already expired. What now

1. **Do not leave it until tomorrow.** Every phase costs more than the one before it, and the last one has no way back.
2. **Open a ticket with the domain written out in full**, extension included. If there are several, list them all in the same ticket.
3. **We confirm which phase it is in** and what recovery costs *before* anything is charged. If there is nothing left to do, we say so plainly.

RECOMMENDED

Check your expiry date and renew before the conversation gets expensive.

Renew a domain →

SEE ALSO

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- Domain pricing: register, renew and transfer →
- Look up a domain in WHOIS →
- Transfer a domain to us →

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