

# UDRP Procedures

The **UDRP (Uniform Domain-Name Dispute-Resolution Policy)** is a policy that applies to all ICANN domains and is also adopted by many other domain types (ccTLDs). You can find detailed explanations on [Wikipedia](#) as well.

When registering a domain, you must accept this policy in order to purchase a domain. This policy is included in our [Terms & Conditions](#), specifically in section 11.

The UDRP process handles complaints related to domain ownership. If the arbitrator decides that a domain should be transferred to the complainant, it is the **complainant's responsibility to initiate the transfer and become the new owner.**

If you, as the complainant, have been awarded the domain after a UDRP decision, please follow these steps to gain access to the domain:

- [Create a Joker.com account](#) if you don't already have one. This account is free of charge and ensures the fastest processing.
- Provide us with the customer ID of this account by sending it to [udrp@joker.com](mailto:udrp@joker.com)
- We will then immediately transfer the domain to your Joker.com account.

**Please note:** During the UDRP procedure, the domain will be **blocked from changes** (status 'freeze'). After the execution of the UDRP decision, the domain will be set to normal status again.

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