



Akshat Shaw <akshaw.ak4@gmail.com>

Support Regarding Domain purchase

5 messages

Akshat Shaw <akshaw.ak4@gmail.com>
To: domainsupport@namecheap.com

Mon, Jan 12, 2026 at 5:24 PM

Dear Namecheap Support Team,

I am writing to resolve an issue regarding my domain, trackex.online, which was removed from my account without notice and is now listed for sale.

I have already completed the payment for this domain and have attached the invoice as a PDF for your reference. My account details are as follows:

Username: akshatshaw1
Support PIN: 5744

Could you please investigate why this domain was removed and assist me in restoring it to my account as soon as possible?

I look forward to your prompt response.

Best regards,
Akshat Shaw

 **namecheap-order-191148150.pdf**
16K

Namecheap Domains Support Team <domainsupport@namecheap.com>
To: Akshat Shaw <akshaw.ak4@gmail.com>

Mon, Jan 12, 2026 at 5:25 PM

Hello,

Thank you for contacting us. This is an automated response confirming the receipt of your request. Our team will get back to you as soon as possible. When replying, please make sure that the engagement ID is kept in the subject so that we can track your replies.

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Best regards,
Namecheap Team

Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon, Jan 12, 2026 at 6:45 PM

Reply-To: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: akshaw.ak4@gmail.com

Hello,

Thank you for contacting Namecheap customer support.

We are sorry you have faced such an issue.

We will gladly help you. The recent domain registration order was rejected due to the use of an invalid coupon code (FREEDOMAIN26). Unfortunately, this coupon is not eligible for usage, and as a result, the domain registration was canceled, and the \$0.20 ICANN fee you paid has been refunded to the source of payment.

The money will reach your credit card within the next 2-10 business days, depending on your bank.

We sincerely apologize for the inconvenience this may have caused. As a courtesy, we are providing you with an alternative coupon code: FREEREG26, which can be used for one free .site .online or .store domain registration. The discount does not apply to premium or aftermarket domains.

If you have any questions or concerns about this matter, please let us know.

We look forward to hearing from you.

[Quoted text hidden]

Akshat Shaw <akshaw.ak4@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon, Jan 12, 2026 at 7:41 PM

Dear Namecheap Team,

It is unacceptable that the domain was activated and in use for several days before being cancelled due to a coupon code issue.

If the coupon was invalid, the registration should not have been processed or the domain activated in the first place. This is a mistake on your end, and as the domain was already successfully registered to my account, I do not see how it can be rejected after the fact.

I look forward to a better resolution regarding this matter.

Best regards,
Akshat Shaw

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply-To: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: akshaw.ak4@gmail.com

Mon, Jan 12, 2026 at 8:17 PM

Hello,

Thank you for your update.

We are sorry that you have faced such inconvenience.

Please let us clarify that the coupon was valid; however, limited and not intended for wide usage.

Still, since the limitation hasn't been working due to issues on our side, we are providing another coupon code, feel free to use **FREEREG26**, which can be used to receive one free **.site**, **.online**, or **.store** domain registration. This offer excludes premium and aftermarket domains.

Also, just to be sure, could you please clarify the better resolution of the case you mean?

Should you have additional queries, let us know.

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