**SAMPLE 3**

**(Notice and Takedown: Letter to the Customer)**

[Domain Provider heading]

[Customer’s address]

[City, date]

**Notice of unlawful registration or use of the domain ["domain"]**

Dear Mr. […] / Dear Ms. […]

[Sender of notice] claims that your domain ["domain"] [*select applicable version(s) below*]

* violates rights of third parties, specifically (*copyrights, trademark rights, privacy rights)];*
* meets the definition of one or more crimes, particularly in the area of (*pornography, violent images, racism, libel)*.

Please find enclosed the respective letter from the sender of the complaint.

As a provider of domain, we administer domains to the extent chosen by our clients and in particular arrange for respective registrations. Please note that when using our services, you may only register and use domains lawfully. You alone are liable for the lawfulness of such registrations. Furthermore, please note that you must reimburse us for expenses we incur in defending against third-party claims and for any additional losses.. We reserve the right to request you to pay a security in this respect.

We have examined the domain objected to by the aforementioned sender. Our review indicates that the sender's claims appear to be substantiated. Therefore and as specified in Code of Conduct the Domain Names of Swico and in our General Terms and Conditions, we have temporarily[*select applicable version(s):* blocked your registration / denied the requested assignment or transfer / blocked your user account / not renewed your registration]and we ask that you cancel the registered domain in question immediately. We also offer you to cancel it on your behalf. Furthermore, we reserve the right to make a report to the CVCO (Cybercrime Coordination Unit Switzerland) or to the appropriate law enforcement agencies.

If you do not acknowledge these claims, please resolve the matter directly with the above-mentioned sender of the complaint. You will find the sender's contact information in the letter forwarded as an enclosure hereto. The described measures will remain in force until the registration of the domain has been cancelled or until the matter has been resolved between you and the sender and/or by the courts or the relevant public authorities.

Sincerely,

[Signature]

[First name, surname]