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FREE GUIDE

Moving from Wix and other builders

Same address, same email, and Google keeps finding you.

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Brand New Design is a trading name of GFY Marketing Limited.

The short version

- **Your address stays the same.** `yourbusiness.co.uk` starts showing the new site instead of the old one.
- **Your email isn't touched.** It runs on separate settings, and we leave them alone.
- **Google keeps finding you.** It knows your address, not who built the site.
- **Keep paying for the old plan until the new site is live.** Then cancel the website plan only.

Where your domain is

Your domain lives with whoever you pay for it each year. There are two common cases.

- **You bought it with the builder.** On Wix, it's listed on the Domains page of your Wix account, with a renewal date. Wix sells the domain and the website plan as separate subscriptions.
- **You bought it somewhere else,** such as GoDaddy, 123 Reg or IONOS, and connected it to the builder. Then the change is made there, not at the builder.

Not sure? A "WHOIS" search on your domain shows who it's registered with.

Point it at the new site

Your domain holds a short list of settings, called DNS records. Moving your website means changing two of them: one for `yourbusiness.co.uk` and one for `www.yourbusiness.co.uk`. We send you the exact values.

If your domain is with Wix:

1 **Free it from the old site**

In your Wix account, go to Domains, open the menu next to your domain and choose "Unassign from this site". Your old site stays in your account.

2 **Open the records**

From the same menu, choose "Manage DNS Records".

3 **Change the main record**

In the A (Host) section, edit the record with a blank Host Name and put in the address we send you. Delete any other A record with a blank Host Name.

4 **Change the www record**

In the CNAME section, edit the record for `www` so it points to your domain, `yourbusiness.co.uk`.

5 **Leave the rest**

Don't touch the MX or TXT records. Those are your email.

Elsewhere, sign in where you pay for the domain, find its DNS settings, and make the same two changes. The new site usually shows within a few hours, and everywhere within two days.

Your email

Email that ends in `@yourbusiness.co.uk` depends on the MX records, not on your website. Changing the website's two records leaves it working exactly as before.

- **Email bought through Wix** (Google Workspace) is its own subscription. Cancelling the website plan doesn't cancel it, so keep paying it if you use it.
- **One case needs care:** if your domain is registered elsewhere but its records are kept at the builder (it uses the builder's "nameservers"), closing the builder account would take your email settings with it. Tell us, and we copy them across first.

Google

Google lists addresses, not builders. Your address stays the same, so Google keeps what it already knows about it, visits again and picks up the new pages over the following days or weeks. Nobody can make that happen on a set date, or promise where you'll appear.

- **Old links still work.** Anyone who clicks an old Google result for a page that no longer exists lands on your new homepage, not an error.
- **Your Google Business Profile** already links to your address, so there's nothing to change there.
- **Hide the old copy.** Once the new site is live, unpublish the old one in the builder, so Google doesn't find a second version of your business at the builder's own address.

Cancel the old plan

1 **Wait until the new site is live**

Check it on your phone at your own address first.

2 **Unpublish the old site**

On Wix, a cancelled site stays online at its free Wix address, with Wix's ads, until you unpublish it.

3 **Cancel the website plan only**

On Wix, go to Premium Subscriptions, open the menu next to the plan and choose "Cancel Plan". Leave the domain and email subscriptions alone.

Wix keeps a cancelled plan running until the end of the period you've paid for. It refunds a first-time plan only within 14 days of buying it.[1] Don't close your Wix account while your domain or email is still in it.

Moving the domain too

You don't have to. Your domain can stay with Wix, pointed at your new site, as long as you keep renewing it there. If you'd rather we look after it, we can move it into an account in your name and pay the renewals while you're with us. We do this after the new site is live, never on the same day.

- **A .uk or .co.uk domain** moves when its "IPS tag" is changed to the new provider's. On Wix: Domains, then "Transfer away from Wix", then enter the tag we give you.[2]
- **A .com and most others** move with a transfer code, emailed to the domain's owner. They can't move within 60 days of being registered, moved or having the owner's details changed.[3]
- **Your email records come first.** We copy every one of them to the new provider before the move, so your email keeps working.
- **Don't cancel anything at the builder** while a move is in progress. Wix says a transfer can take up to 7 days.[3]

With us

We do this with you. Tell us where your domain is and who your email is with, and we send the two changes, check them, and put your new site live on your own address. Using the domain you already have costs the same, and your email keeps working.

Sources

1. Wix Help Center, “Canceling a Wix Premium or Studio Plan” (site plans, domains and business email are cancelled separately; the 14-day money-back period).
2. Wix Help Center, “Transferring a .co.uk or .uk Domain Away from Wix”.
3. Wix Help Center, “Transferring Your Wix Domain Away from Wix” (ICANN’s 60-day rule; transfers take up to 7 days).

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