

I paid to the wrong bank account, what shall I do?

For payment of an LuxTrust invoice made to a wrong bank account, you must contact the relevant bank to ask for a money back. LuxTrust, being neither owner nor beneficiary of these accounts, can't repay an amount paid to another registration authority.

Only payments made on the following accounts or by credit card, normally due to a Rekey Order (renewal of the subscription), can be payed back by LuxTrust:

BCEE	BCEELULL LU70 0019 3255 8337 0000
BCEE	BCEELULL LU98 0019 4455 7840 6000
BIL	BILLULL LU17 0025 1824 9195 0300
BGL	BGLLLULL LU07 0030 1999 8914 1000
CCP	CCPLLULL LU92 1111 2528 7088 0000
RAIFFEISEN	CCRALULL LU65 0099 7800 0032 2032

Attention: All refund requests must be made by mail with the reason of repayment, order number, your bank details and if possible a proof of payment. If you have any questions, you can contact our Client Service Desk under +352 24 550 550 or email helpdesk@luxtrust.lu

