

After having renewed a Signing Stick subscription, when will I receive what?

After a successful renewal, your new Signing Stick device and the activation instructions will be sent to you by separated letters with a delay of 2 days.

There are three possible renewal procedures:

- the order is validated on the same day: this is the equivalent to a new order and the first letter will be sent to you within 10 working days
- the order is validated by the registration authority (RA) you have chosen (bank, government, ...): this is the equivalent to a new order but has to be validated by the RA, the first letter will be sent to you within 10 working days after validation
- renewal at LuxTrust: the validation is made straight away when the file is complete, the first letter will be sent to you within 10 working days

