

Hello,

Thank you for contacting the Luminance Support team. Our customer service hours are Monday to Friday, 9:00 AM to 6:00 PM BST. We aim to respond to all queries within one working day but you can find the answers to common questions on our [FAQ page](#).

You can raise a support ticket at any time or organise a callback through our customer support [portal](#) and one of our team will be in contact as soon as possible.

**For urgent queries, please contact our out of hours support hotline at [Hotline Number].**

[Support Signature]