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# Thank you for your request

Dear Passenger,

thank you for submitting your refund request, which we will immediately forward to our Ticketing Service Team for processing.

Tickets which were purchased directly from Lufthansa and are affected by a flight schedule change, will be processed as soon as possible.

Tickets, which were not purchased on lufthansa.com or by telephone from the Lufthansa Service Center, should be submitted to the original issuing office (e.g. your travel agent) for reimbursement. Unfortunately, we are unable to process these tickets for you.

We ask for your understanding that the processing of your refund request is currently subject to considerable delays due to the **extraordinarily high number of tickets received**. Please support us by **not requesting for any refunds again** as this would lead to even further delays in processing your request. **We promise** to process every refund received.

We apologize for the inconvenience and thank you for your understanding.

With kind regards  
Lufthansa

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