

FAQ | Frequently asked Questions and Answers

How is Luna affected by the data breach?

We take the incident very seriously and regret that customers have been affected by the data breach. The breach prevents Luna's logistics partner Speed from conducting its daily business. Luna's ability to deliver products to customers has been affected because of this.

Speed Group's experienced technicians are working hard to resolve the situation. Their work has resulted in the system being fully operational again from Tuesday next week. Therefore, Luna is gradually resuming the warehouse operations and we are moving towards full functionality and capacity on the 4th of October.

When is the problem solved?

According to information that we have received from Speed Group the system and functionalities will be back to full operation on Tuesday the 4th of October. Luna is therefore resuming the warehouse operations and expects to have full capacity on the 4th of October. The timetable from Speed Group is reliable, but unforeseen events can occur – that is why we continuously will be providing updates on progress and eventual deviations.

The website shows an incorrect inventory balance, why?

During the restart of the system certain errors may occur. Products that are being ordered may show an inventory balance of zero – which is incorrect and does not match the actual balance. It is important that you continue to place your orders as usual to get the fastest possible delivery.

Who carried out the attack?

It's a question that should really be addressed to Speed, but since it's now a police matter, it will be difficult for them to give any further details other than that it's a data attack.

Has customer data been leaked in connection with the attack?

At the moment, we have no information that customer data has been leaked.

Are Luna's technical systems safe to use?

Luna's technical systems are intact and have not been affected by the data breach at Speed Group. There are no risks for customers to use Luna's systems or platforms.

Where should I turn for the latest information?

Luna updates the website and customers with ongoing information. For further contact, you are most welcome to contact your personal contact at Luna or our customer service at +46 (0) 322-60 62 60 or kundservice@luna.se.