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Cancelling or Changing My Order

Customer Services - 2025-09-04 - [Orders](#)

Follow the instructions below to amend or cancel your order:

Changing your order

If you've clicked 'confirm' and immediately realised you've made a mistake, don't panic! You may amend your order details until the package is shipped. Simply contact us at support@funktylenses.com, stating your order number, details, and what you'd like to alter.

This applies to changing an item, changing your prescription, or changing your address details. Once we receive your email, we will promptly amend your order.

PLEASE NOTE: Our Customer Services Team works Monday-Friday, 8:30 a.m.-4:30 p.m. GMT. Please be aware that while we aim to respond to every support ticket quickly and efficiently, we cannot guarantee a same-day reply. Our orders are sometimes shipped the same day as they are processed, which may mean that by the time we read your email, your order will already be dispatched, and it will be too late to make any changes.

If this happens, we suggest waiting for the order to reach you and then returning it in exchange for the order you actually want. See our [Returns page](#) for more information.

If you entered the incorrect address at checkout and weren't able to get it amended in time, we recommend waiting for 14 days, at which point the parcel should have been automatically returned to us. Once we are in possession of your package again, we will be able to either process a refund for you or resend the package with an amended address.

Cancelling your order

Want to completely cancel your order? As with order changes, this is something we can only do if your package hasn't yet been dispatched. Please contact us immediately, stating your order number and details. If your order hasn't been dispatched yet, we will be able to cancel it for you and provide you with a refund. If the order has been dispatched, you must wait for the package to be delivered to you before any further action. Once you are in possession of your order, you can return it to us by following the instructions on our Returns page and receive either an exchange or a refund.

As above, please note that while we always attempt to respond to issues in a

timely manner, we cannot guarantee a same-day resolution, and your parcel may be dispatched by the time we respond.