



[Knowledgebase](#) > [General](#) > [Issues With My Customer Account](#)

## Issues With My Customer Account

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

If you're having issues with your customer account, take a look at the steps below. It's always good to troubleshoot the issue yourself before contacting us, so that we can focus all of our attention on customer issues that need fixing.

### Having trouble logging in?

**Step 1-** Check that you've correctly entered your details. Our system is case-sensitive, so watch out for stray capitals!

**Step 2-** If the issue persists, click on the 'Forgot Password?' button. This will take you to our Reset Password page.

**Step 3-** Follow the instructions to receive a Reset Password email. Be sure to check your spam folder!

**Step 4-** Follow the link in the email to successfully reset your password. Then log in.

### Not seeing your orders?

If you're not seeing an order on your account, it may be that you purchased the order with a different email or that you weren't signed in when you completed it. If you purchase an order and then create an account AFTER, you will also not find your order.

However, every customer will still receive a confirmation email for their order, containing their order number, details, and tracking.

If you can't find this email, make sure to double-check that pesky spam folder again.

### Receiving an error code?

**Step 1-** Refresh the page, and try logging out of your customer account before logging back in.

**Step 2-** If the issue persists, take a screenshot of the issue and send it to our customer services team ([support@funkylenes.com](mailto:support@funkylenes.com)) with a clear explanation of your issue. We will resolve the issue as quickly and efficiently as possible.

PLEASE NOTE: if any of these issues persist, you can always contact us at [support@funkylenes.com](mailto:support@funkylenes.com) or raise a [support ticket](#) on our website. However, be aware that our dedicated Customer Services Team receives lots of support requests, and works Mondays to Fridays, 8:30 a.m. to 4:30 p.m. GMT. We always do our best to resolve every issue quickly and efficiently, but we cannot guarantee help outside of work hours.