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Late Orders

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If an order is late, we recommend exhausting every other channel before contacting us, so that we can focus our energy on urgent queries. Delivery dates are only an estimate (see our '[Shipping Information](#)' page), and we cannot respond to any complaints made before this date.

There are many reasons why an order might be late:

- Estimated delivery dates only consider WORKING days, and do not take weekends or public holidays into account.
- Third-party couriers are not under our jurisdiction, and will provide their own tracking and delivery dates.
- It is possible for couriers to attempt delivery without contacting you.

Your first step should be to check your tracking. You can do this through our [Tracking page](#), as long as you have your order tracking number, or through your Customer Account. If you have received tracking information from a third-party courier, you should also be able to track the parcel through their website. Keep an eye out for tracking emails in your spam folders.

If you are still uncertain about the whereabouts of your parcel, we suggest checking to see if your courier has already attempted a delivery and perhaps left your order with a neighbour or in a safe place.

If none of these steps are fruitful, and your estimated delivery date has passed, you can contact us via the form on our website or at support@funkylenses.com. We will do our best to locate your order and remedy the situation as quickly as possible.

PLEASE NOTE: Our Customer Services Team works Monday-Friday, 8:30 a.m.-4:30 p.m. GMT. Outside of these hours, we will be away from the inbox. Please be aware that we are always working as hard as possible to respond to all requests, but we cannot always guarantee a same-day response.