Order Confirmation

Customer Services - 2025-09-04 - Orders

Are you missing your order confirmation?

Your order may be confirmed in different ways, so make sure that you've exhausted them all before contacting us.

Confirmation email

Every order receives a confirmation email, sent to the email that was filled in when making your purchase. This email contains your order confirmation, as well as your order tracking number.

If you have not received a confirmation email, it may be because it was sent to your spam folder or because your email address was entered incorrectly at checkout.

Customer account

If you have a customer account, you will be able to view all of your orders in your 'Order History' tab. This will show your order confirmation, as well as your tracking number and details. However, if you completed your order as a guest or prior to creating your account, you may not be able to find your order.

Payment confirmation

You may also receive a purchase confirmation from your payment provider (e.g, PayPal).

If you are unable to find your order confirmation through any of these channels, it may be that the order was not processed. Contact us via the form on our website or email support@funkylenses.com.

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.