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Payment FAQs

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

For issues with your payment, check out the FAQs below. Chances are, we'll have the solution you need. If not, you can always email us at support@funkylenses.com.

What payment method can I use?

There are many different payment methods available on our website, depending on your location. You can pay via credit card, debit card, PayPal, Google Pay, and others. All of your options will be visible at checkout.

When will my payment be taken?

Payment will be processed any time between the date of your purchase and the date of the order dispatch. This is when money will come out of your account. If, for any reason, you are expecting a refund, the refund money will also take anywhere between 3 to 5 working days to appear in your account.

Will I receive a receipt?

If you have a customer account, you will be able to view your payments and bills within your 'Order History' tab. However, if you do not have an account, or if your order isn't coming up in your account for any reason (see 'Issues with my customer account'), you will still receive a confirmation email after payment.

This email should contain your order number, confirmation, details, and tracking. If you cannot find your email, make sure to check your spam folder.

Why was my order declined?

Your order could be declined for many reasons. The most common is simply that your details were incorrect. It may also be that the product you are attempting to purchase has become unavailable, or that your payment method has insufficient funds. Check your details and account, and try again. You can try a different payment method if you want, as this often resolves the issue.

Our systems run a fraud score check on every purchase. If your payment seems suspicious, it may also be declined by our system. If this happens, please contact us via email so that we can remedy the situation.

