Returns

Customer Services - 2025-09-04 - Orders

If you're unhappy with your order, either due to a mistake or due to a defective or damaged product, you may want to return it for an exchange or a refund.

We ask that all items be returned to us unopened due to hygiene reasons. We cannot accept any returns of opened and unsealed packages. Items MUST be returned within 30 days of receipt.

How do I return an item?

If you opened the item and realised that it is defective or damaged, we ask that you contact us via email at support@funkylenses.com. Please include pictures of the damaged or defective item, along with a description of the issue. If the item is clearly defective, we can process a refund for you or send you another order of equal value.

If you are simply unhappy with your order and haven't opened it yet, you may return it to us by following the instructions below:

- Visit our Returns & Exchanges page
- Submit a support ticket via our 'Contact Us' form, so that we can advise you on the return address and method
- When you send off your return package, please include your order number, the reason for your return, and your preferred resolution (refund or exchange)
- Once we receive your package, we can process your refund or exchange