



[Knowledgebase](#) > [General](#) > [Customer account- Troubleshooting](#)

Customer account- Troubleshooting

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

Having trouble with your Crazy Lenses Customer Account? Here are a few reasons why you might be having problems:

Log-in:

Are you struggling to log in? Check that you're correctly inputting your details- our system is case sensitive, so check for any stray capitals.

Forgot your password? Click on the '[Forgot Password](#)' button, and follow the instructions in order to reset your password.

My orders:

Any order placed within your account should appear in your order history, making it easier for you to track your parcel and amend your delivery details.

Order not appearing in your history? It might be because you placed the order prior to setting up your account, or because you used a different email account to place your order. Don't worry- you'll still receive confirmation and tracking emails in your inbox, and you can always track your order on our [website tracking page](#).

Errors:

If you are receiving any other error messages, please feel free to contact our services team through the online form or via our email support@crazylenses.com.

Once you provide us with a screenshot of your error message, as well as a brief explanation of the issue, we can have a look at the problem and resolve it as quickly as possible.

Please note: our customer services team operates Monday-Friday, 8:30 a.m.-4:30 p.m. GMT.