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## My order confirmation

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

Need to find confirmation of your recent order? There are a few places where you can find it.

Firstly, you should receive a confirmation email whenever you place an order with us. This will include a breakdown of your order, along with a tracking number for your convenience. If you haven't received this email, it might be because it's been sent to your spam folder or because you entered your email information incorrectly.

You can also check on your orders on your Crazy Lenses customer account. Every time you place an order through your customer account, the order will show up in your billing history, with all of its information. If you do not have a customer account, you can always create one, but any previous orders will not show up (See our Customer Account Troubleshooting page).

Your payment providers (PayPal, Google Pay, etc.) should also send you a payment confirmation for your order.

If you have not received any of these and still can't find any confirmation of your order, please contact us at [support@crazylenses.com](mailto:support@crazylenses.com). The sooner you contact us, the easier it will be for us to find your order and determine what the problem is. If, as is most likely, you simply didn't receive a confirmation email due to spam, we will simply send you the confirmation again.

Please note that our Customer Services Team works Monday-Friday, 8:30 a.m.-4:30 p.m. GMT.