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Amending or cancelling my order

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

We've all been there- you click 'confirm', and just as the confirmation screen comes up, you realise you've made a mistake. Whether you've automatically filled in the wrong address or purchased the wrong items, we're here to help.

For any changes to your order, please email support@crazylenses.com. Please be aware that you can only request alterations before your order has been shipped. For this reason, we recommend getting in touch with us right away, as orders are often shipped day-of, and once your parcel has been sent, there is no way for us to amend it.

This applies to changing items, changing prescriptions, and changing address information.

Please also note that our Customer Services Team works between the hours of 8:30 a.m. and 4:30 p.m. GMT Monday to Friday, and that they have a large amount of requests to work through each day. Though we always aim to respond promptly and efficiently, we cannot guarantee that we will see your message in time to amend your order.

If your order is delivered without any amendments being made, we understand that you may be dissatisfied. In this case, we would advise you to return your parcel unopened, so that we can give you a refund and send you the correct items. Check out our [Returns](#) page to see your next steps.

Similarly, if your order is shipped with the wrong address, we suggest you wait a recommended time of 14 days, after which your parcel should have been sent back to us. Once we receive your parcel back, we can refund you or send the parcel off to the correct address.

To cancel your order, you can go through the same channels and get in touch with our Customer Services Team. Again, we won't be able to cancel your order if it has already been shipped. If your order has been dispatched, customers must wait for the order to arrive before returning it and receiving a refund.

