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My order tracking

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Need to track your order? There are a few different ways that you can do this, so check out the following list before contacting us:

First, you can use the [tracking service](#) on our website. On this page, you can enter your email and order number, and see exactly where your parcel is.

You can find your order number in your confirmation email.

Alternatively, you can also track your order through your Crazy Lenses customer account. This should allow you to scroll through all of your past purchases and find in-depth information on each one.

Please note: this will only work if you made a customer account prior to purchasing your order. If you create a new customer account, you won't be able to see any of your previous orders on there (see our Customer Account Troubleshooting section).

If you are having issues finding your order, or if you lack a confirmation email or order number, simply contact us via email at support@crazylenses.com. We will try to assist you as quickly and efficiently as possible.

Tracking information may vary depending on different couriers, as each of them will have its own third-party systems. We are not responsible for the tracking systems of third-party couriers, although we can do our best to advise you on how to proceed.

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