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## Payment FAQs

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

Got questions about the payment process? Before you contact us, get help with troubleshooting by checking out the following FAQs

### How can I pay?

Our payment options differ slightly depending on the device that you're using and the location that you're delivering to. The regular payment options include: Credit/Debit card, PayPal, and Google Pay.

### Will I have a receipt?

If you order through an existing customer account, you can log into your account to view all of your bills and credit slips, with receipts for every single order you've placed. If you don't have an account, you'll still receive a confirmation email with a breakdown of your order and purchase, as well as a tracking number.

### When will my payment be taken?

Payment will be taken from your account between the date of your purchase and the date of the order dispatch. This will usually take a few days. If you are expecting a refund, that money will also take between 3 to 5 working days to appear in your account.

### Why has my payment failed?

If your payment fails, it could be due to a number of reasons. Firstly, every payment will be subject to a fraud score check. If your payment fails this check, your payment may be declined. It may also be declined if your card has insufficient funds, if the product you're purchasing has become unavailable, or if the system fails to connect to the provider you're using (e.g, PayPal).

If your order is declined for any of these reasons, rest assured that no money will be taken out of your account, and that you can try again as soon as you want.

### Why am I getting an error code?

If issues persist, feel free to contact us via our email at [support@crazylenses.com](mailto:support@crazylenses.com),

and we will attempt to help you as quickly as possible. For error codes, you can send us a screenshot of the problem along with your message, so that we have enough information to help you.

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