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## Returning my order

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

If you are dissatisfied with your order, either because you'd like a different product or because you received a damaged or defective item, you can return it to us for a refund or order resend.

There are a few things to bear in mind when returning items to Crazy Lenses. Firstly, we only accept returns of unopened items for hygiene reasons. The packages must be sealed. If you opened the package and found that one of the products was damaged or defective, you'll need to contact us via the form on our website or by email ([support@crazylenses.com](mailto:support@crazylenses.com)) with pictures of the damaged items and an explanation. We can then offer you a replacement or a refund.

You must also remember to return an item within 30 days of receipt; otherwise, we cannot offer you a refund or resend.

The Return process varies depending on which country you're sending your package from. Regardless, you will need to contact us to receive a Returns Label and Returns Address. Once you have these, you can send us the package, along with an explanation of the issue, and your desired resolution (refund, resend, etc.). Once we receive your parcel, we will resolve the issue as quickly as possible.

Take a look at the [Returns Policy](#) on our website for more information.