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## Why is my order late?

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A late order is always frustrating, which is why we are always here to help with any missing or tardy deliveries. However, we suggest checking out the following FAQs before contacting us directly.

### Where is my order?

You can track your order through our [Crazy Lenses tracking page](#). All you need is your order number, which you can find on your confirmation email. You can read more information on the tracking process on our Order Tracking page.

Alternatively, your order may be on your customer account, where you can track each of your previous orders. If your order isn't showing up in your account, it may be because you purchased it prior to setting up your account. Check out our Customer Account Troubleshooting section for help.

Please note: estimated delivery dates take WORKING DAYS into account only. This doesn't include weekends or public holidays.

Orders are dispatched as soon as possible, but same-day delivery cannot always be guaranteed.

### Why is my order late?

If your estimated delivery date has passed, and your order hasn't arrived, we recommend checking with your courier system to see if a delivery has already been attempted or if your parcel has been left with a neighbour.

If you have exhausted all other channels and are still missing your order, you can email us at [support@crazylenses.com](mailto:support@crazylenses.com). We may be able to help you track your order with more precision and provide a potential resolution.