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## Rx Verification

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

Please note: Rx Verification is necessary for US customers ONLY.

If you'd like to learn about the Rx verification process, you can read our [Rx information page](#), which goes through the entire check. For any optician-related questions, check out our FAQ pages and [Care Guides](#). If you cannot find the information you're looking for, you can contact our Customer Services Team via email ([support@crazylenses.com](mailto:support@crazylenses.com)) or through the form on our website.

### What is Rx Verification?

Rx verification is a process that allows you to safely purchase contact lenses by verifying your prescription. Our handy 'Approve my Prescription' process allows you to verify your prescription quickly and easily. All you need to do is fill in the 'Approve my Prescription' request while at checkout. Once you confirm your order, an email will be sent to your optometrist, requesting their approval. Once this is given, your order will be sent off to you promptly.

### Why might my request be denied?

Your request can be denied if your prescription is expired, if you filled in some of your details incorrectly, or if your optometrist believes that the contact lenses would be unsafe for your use. In any case, you can always go through the process again, amending any information if needed.

### Why is my optician not showing up on the website?

Occasionally, you may not see your optician on the list. If this is the case, simply contact us via email and provide us with your optometrist's name, the name of their practice, and a contact email address for them. Once we have these, we'll be able to add your optician to our system.