



50% Lower Prices

Easy Returns

Online since 1999

TRACK YOUR ORDER



Order Tracking: Every Order Is Different

We would LOVE to be able to give you automated order tracking. However, eyewear is mostly a CUSTOM business. Eyewear needs to be handled and checked by several HUMAN BEINGS to make sure that your glasses are PERFECT. Because every eyewear order is unique, we are not able to provide automated tracking information while your order is processing.

CHECK YOUR SPAM FOLDER FOR EMAILS

We often hear people say, "You did not tell me!" In fact we always send out at least two emails, and sometimes more. If you are not getting emails, then call us or send email to customerservice@eyeglasses.com. Check your spam folder regularly. If there is a problem or delay, we could be sending even more emails.

Automated Emails

- An automated email is sent to you when you place your order.
- When we ship your order, you will receive an email with your shipper tracking number.

Many eyewear orders are prepared custom for you, so the order processing time for each order is unique. If you would like more detailed information on your order at any time, send an email to customerservice@eyeglasses.com. Or, you can call customer service at 1-888-896-3885 Monday through Friday, 9am to 5pm. Eastern standard time.

On average, orders without custom lenses are processed within 2-3 days; orders with custom lenses are processed in 5-7 days; and replacement lens orders are processed in 3-10 days from when we receive your frames. You must add shipping time on top of processing time to find out your total delivery time. Order processing time is affected by your prescription details, and the type of lens that you chose. Each lens is cut custom for you, and sometimes lenses or frames break during the installation process. If this happens, we have to reorder the frame or remake the lens until we can create a perfect pair of eyewear for you, and this could add time to your order.



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