

Check the delivery status in your order confirmation or account, then contact the seller if the update does not clearly say the flowers were delivered. For the most direct confirmation, ask the recipient if they received them, allowing for the time difference.

## Start with your order details

Find the confirmation email or message you received after placing the order. It should contain an order number and may include a link or instructions for checking the delivery status. Keep the order number handy if you need to ask for help.

Read the status carefully. An order marked as accepted or being prepared has not necessarily reached the recipient. A message saying the flowers are out for delivery means they are on the way, not that they have arrived.

Check the promised delivery date in the recipient's local time. It may still be the previous day where you live. If the seller gave a delivery window rather than an exact time, wait until that window has passed before reporting a delay.

## Ask for proof or check with the recipient

If the order is marked as delivered but you want more detail, contact the seller and ask what the delivery record shows. The seller may be able to confirm the time, address or name of the person who accepted the flowers. A photo or signature is not always available.

You can also send the recipient a brief message. If the flowers were meant as a surprise, ask after the expected delivery window so you do not spoil it too early. Remember that the recipient may be asleep or busy in a different time zone.

Before contacting anyone, have these details ready:

- The order number and the name used to place it.
- The recipient's name and delivery address.
- The requested delivery date and any stated delivery window.
- The latest status message and the time you saw it.

## If the flowers have not arrived

Ask the recipient to check with anyone else at the address who might have accepted the flowers. In an apartment building, hotel or workplace, they can also ask the reception desk or other staff who handle deliveries. Do not assume the flowers were left there unless someone confirms it.

If no one can find them, contact the seller promptly. Explain that the order is marked as delivered, or that the delivery window has passed, and ask the seller to investigate with the local delivery provider. Confirm the address you supplied, including any apartment number or access instructions.

Keep copies of messages and status updates while the issue is being checked. Ask when you can expect a response and what options are available if the delivery cannot be confirmed. The next steps will depend on the seller's terms and what the investigation finds.

## Common questions

### Does a delivery confirmation mean the recipient saw the flowers?

Not always. Someone else may have accepted them, so check with the recipient if you need to know they have them.

### Should I contact the local florist directly?

Start with the seller you ordered from. They have your order details and can contact the local provider if needed.

Next step: loyal customers for a flower shop