

If a flower shipment is delayed, check its tracking details and contact the seller for an updated delivery estimate. Keep the recipient informed, and inspect the flowers as soon as they arrive so you can address any damage promptly.

Check where the shipment stands

Start with the tracking link or shipping confirmation. Look for the latest scan, the expected delivery date, and any notice about an attempted delivery or an address problem. A package can spend time between scans, so a lack of recent movement does not always explain what has happened.

Check the delivery address against your order confirmation. A missing apartment number or an incorrect postal code may be something the seller or carrier can help correct. Have your order number and tracking number ready before you make contact.

If the tracking information is unclear or the delivery date has passed, ask the seller to investigate. The carrier may have more information about the package, but the seller can explain the options available for your order.

Contact the seller and the recipient

Tell the seller when the flowers were due and what the tracking page shows. Ask for a realistic estimate, rather than assuming the next update means delivery is imminent. Flowers are perishable, so extra time in transit can affect their condition, particularly if they have been exposed to heat or cold.

Give the recipient a brief update if the delivery was expected for a particular occasion. That lets them plan to receive the package and bring it indoors. If the flowers are a surprise, you can simply say that a delivery is

running late without revealing what is inside.

Ask the seller what happens if the flowers arrive in poor condition or do not arrive at all. Policies differ, so it is useful to understand what evidence and deadlines may apply before deciding on a next step.

Inspect and care for the flowers

Open the package soon after delivery and check the blooms, stems, and packaging. Some flowers may look tired after travel but improve with water. Others may be damaged beyond recovery.

- Photograph any visible damage and the packaging before discarding it. Clear pictures can help the seller assess the problem.
- Remove any wrapping that keeps the stems from reaching water, then trim the stems with clean scissors or a knife.
- Place the flowers in a clean vase with fresh water. Remove leaves that would sit below the waterline, where they can contribute to bacterial growth.
- Keep the arrangement away from direct sun and heat while it takes up water.

Follow any care instructions included with the flowers. If their condition concerns you, contact the seller promptly and describe what you see.

Questions about delayed flowers

Should I refuse a late flower delivery?

Check with the seller before refusing it. The flowers may still be usable, and the seller can explain how refusal affects the available remedy.

Can wilted flowers recover?

Some can perk up after their stems are trimmed and placed in fresh water. Give them time to drink, but document any serious damage rather than assuming every bloom will recover.

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