

When tracking for an international flower delivery stops, first check the estimated delivery date and the latest status, then contact the seller if the order is late or the update raises concern. Keep the order details close at hand and ask for a clear delivery update, especially if the flowers are meant for a particular day.

Check what the tracking page actually says

A quiet tracking page does not always mean the flowers are lost. Some orders receive only a few updates, and a delivery arranged through a local florist may not show every stage of the work. The latest message may describe the order rather than the physical location of a bouquet.

Look at the promised delivery date and any time window in your confirmation. Remember that the recipient may be in a different time zone. A date that feels nearly over to you may still allow time for delivery there, or the reverse may be true.

Also check your email, including your spam folder, for a message about the address or an attempted delivery. If you can reach the recipient without spoiling a surprise, ask if any flowers have arrived or if someone tried to contact them.

Take the next steps

Once you have checked the information available to you, contact the business that accepted your order. The seller may need to ask its delivery partner or local florist for an update. A concise message gives them a useful place to start.

1. Find your order number, recipient details, delivery address, and confirmation email. Keep a note of the latest tracking message and when you last saw it change.
2. Check the address and recipient phone number you supplied. An incorrect number or missing address detail can make it harder to arrange delivery.
3. Contact the seller through its stated support channel. Explain that tracking has stopped, say when delivery was expected, and ask for the current status and a delivery estimate.
4. If the date has passed, ask what options are available. These might include another delivery attempt, a replacement, or a refund, depending on the seller's terms and the circumstances.
5. Keep a record of your messages and any promised response time. If you do not hear back, follow up and ask how to raise the issue further.

Be clear if the flowers were intended for an event or occasion that has already passed. Timing can be part of the gift, and a later delivery may not serve the same purpose. Let the seller know what outcome you would prefer, while asking what it can offer.

Questions you may still have

How long should I wait before contacting the seller?

If the delivery window has passed, contact the seller promptly. You can also ask earlier if the status mentions a problem or the date is important.

Should I contact the recipient?

If you can do so comfortably, a quick check may establish that the flowers arrived. You can keep the question general if you still hope to preserve the surprise.

Can I get a refund for a late delivery?

That depends on the seller's terms and what happened. Ask about its policy and explain why the delivery date mattered before choosing a proposed solution.

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