

If a gift basket arrives damaged, photograph the box and contents before you tidy up, then contact the seller or sender as soon as you can. Keep the packaging and avoid using anything that looks unsafe until you know how the problem will be handled.

Check the basket safely

Open the package carefully and look for broken glass, sharp edges, spills, or leaking containers. Set the basket on a surface that is easy to clean, and keep children and pets away while you inspect it.

Check each item rather than judging the basket by its wrapping alone. A crushed bow is disappointing, but a cracked jar or a leaking bottle needs more attention. If a food package is torn, a seal is broken, or the contents look or smell wrong, do not eat them.

If flowers are included, look for snapped stems, spilled water, or damaged blooms. A few loose petals may be easy to clear away, but photograph the flowers before trimming or rearranging them.

Document the damage

Take clear photos in good light, including the outside of the delivery box, the shipping label, the packing material, and the damaged items. A wide photo shows how everything arrived; close photos show the details. You do not need to turn your kitchen into a film studio.

Keep the box, wrapping, and damaged goods for now, unless leaving them out would be unsafe. The seller or delivery company may ask to see them or give you instructions for a return.

- Photograph any dents, tears, stains, or wet patches on the box.

- Show broken items and damaged seals up close.
- Make a list of missing or affected items.
- Keep the order number or delivery details handy if you have them.

Get in touch promptly

Contact the seller if you have the order details. Explain what arrived, describe the damage, and offer your photos. Ask what options are available, such as a replacement, a refund, or help with the affected items. Policies vary, so check any instructions that came with the order.

If you received the basket as a gift and do not know where it was ordered, tell the sender privately. A simple message is enough: thank them for the gift, explain that it arrived damaged, and ask if they can share the order details or contact the seller. You can be grateful for the thought and still mention the broken jam jar.

Follow up and clean up

Save your messages and note any instructions you receive. If you are asked to return the basket, check how it should be packed and sent before disposing of anything. Contact the delivery company too if the seller directs you to do so.

Once you have documented the damage and know what to keep, clean up spills and dispose of unsafe items carefully. Salvage any undamaged flowers or sealed treats you can safely enjoy. The basket may not have made a graceful entrance, but the gesture behind it is still there.

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