

Track a bouquet by using the order confirmation or tracking link, and read every delivery estimate in the recipient's local time. If the status is unclear or the delivery window has passed, contact the company that took the order.

Start with the order details

Find the confirmation email or message you received after placing the order. It may contain an order number, a delivery date, a tracking link and contact details. Keep the order number handy if you need to ask about the bouquet.

Open the tracking link, if one was provided, and look for the latest status. An order marked as received or being prepared is not necessarily on its way yet. A status saying it is out for delivery generally means it has been handed to a driver, but it may not give an exact arrival time.

Some flower orders do not have live tracking. In that case, check the confirmation for the promised delivery date or window, then contact the seller for an update if you need one.

Use the recipient's local time

Check the time and date in the recipient's city before judging whether the bouquet is late. The sender and recipient may be on different calendar days, especially when the delivery is crossing a large time difference.

Read the wording of the delivery window carefully. If it says delivery is expected by a certain hour, check whether that hour refers to the recipient's location. If the message does not say which time zone it uses, ask the company that accepted the order rather than assuming.

Time differences can also change during the year in places that observe daylight saving time. A current world clock is more reliable than a time difference you remember from a previous order.

Check delays and delivery confirmation

If the expected window has passed in the recipient's local time, check for a new message before contacting the seller. The update may explain a delay or a failed delivery attempt. You can also ask the recipient if the bouquet arrived, provided that doing so will not spoil a surprise.

When you contact the seller, give the order number, recipient's name and delivery address. Ask for the latest status, the time zone used for the estimate and what happens next if delivery was unsuccessful. Avoid sharing payment details unless they are needed through a secure channel.

A delivered status may mean the bouquet was handed to the recipient or left with someone else at the address. If it cannot be found, ask the seller for the delivery details and follow its instructions for reporting the problem.

Questions about tracking a bouquet

Can I track the driver in real time?

Sometimes, but not every flower delivery includes live driver tracking. Check the order confirmation or ask the seller what updates are available.

What if the delivery date is different from mine?

Use the date at the delivery address. If the confirmation is ambiguous, ask the seller to confirm the intended local date.

Continue with this page