

To cancel a paid flower order in another country, contact the seller as soon as possible with your order number and ask for written confirmation of the cancellation and any refund. Check the seller's terms too, because the result may depend on how soon delivery is due and how much work has already been done.

Find the right seller

Start with your order confirmation. Look for the business that took your payment and the contact details or cancellation instructions provided there. If you ordered through a service that passed the work to a local florist, contact the service first unless your confirmation tells you otherwise.

Have your order number, delivery date, recipient's name and payment details ready. You should not need to send your full card number to ask for help. Flowers may travel across borders, but your sensitive information should stay put.

Send your cancellation request

Act quickly, especially if delivery is scheduled for the same day. Check the seller's local time and use the fastest contact method listed. A written message gives you a record, while a phone call may help you reach someone sooner.

1. Check the order confirmation for the seller's cancellation policy and contact details.
2. Send a message stating that you want to cancel, with the order number and delivery date.
3. Ask if the order can still be stopped and what amount, if any, will be refunded.
4. Request written confirmation and save it with your original receipt.

If you call, note the date, time and name of the person you spoke with. Follow up in writing so there is a clear record of what you requested.

Check the refund terms

A paid order is not necessarily refundable in full. The seller may have already bought flowers, prepared the arrangement or sent a driver. Its terms may explain cancellation deadlines and any charges that apply.

Ask how the refund will be sent and when it is expected. If you paid in another currency, the amount appearing on your statement may differ because of exchange rates or fees. Keep your receipt and any refund confirmation until the payment appears.

If you cannot get an answer

Send a follow up using another contact method listed by the seller. Keep copies of your messages and allow for the time difference and local business hours. If delivery is close, say so plainly in your message.

If the seller does not respond or you disagree about the refund, check your payment provider’s dispute process and any deadlines. Share the order confirmation, cancellation request and replies. A dispute is not a guaranteed refund, but your provider can explain the options available.

Questions about cancelling

Can I cancel after the flowers have been delivered?

You can ask, but cancellation after delivery may not be possible. Check the seller’s terms and explain any problem with the order.

What if I do not speak the seller’s language?

Write a short message with the order number and delivery date. A translation tool may help, but keep a copy of your original message too.

Can I change the delivery date instead?

Ask the seller if a change is possible. Availability and any extra charges will depend on its policy and how far the order has progressed.

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