

To order flowers more safely through social media, check the seller independently, agree on the details in writing and use a payment method with buyer protection. Keep copies of the conversation and payment confirmation so you have a record if something goes wrong.

Check who is selling

Start with the account itself. Look for a clear business name, contact details and a history of posts that show consistent work. An established account is not proof of reliability, but a profile created recently with little information deserves extra care.

Search for the business name outside the social media platform and read reviews from more than one source. Look for specific comments about delivery and customer service, not just praise. If the seller gives an address or phone number, check that those details make sense for the business.

Look closely at the flowers

Ask if the photos show arrangements the seller made or examples of a style. Flower varieties and colors can change with supply, so find out what substitutions are possible before you order. A seller should be able to explain the expected size and general look without promising an exact match to every photo.

Be cautious if the account uses only polished images and cannot answer simple questions about its work. You can also search for an image online to see if it appears under unrelated seller names.

Confirm the order in writing

Before paying, make sure both sides understand what is being ordered and where it needs to go. A written record helps settle confusion later.

1. Describe the arrangement, including preferred colors, size and any flowers you want to avoid.
2. Confirm the delivery address, date and any available delivery window. Check the address carefully.
3. Ask for the full amount, including delivery and any other fees, before you agree.
4. Confirm the policy for substitutions, missed deliveries, cancellations and damaged flowers.
5. Save the seller's confirmation and your messages, including any agreed changes.

Pay with care

Use a payment method that offers a way to dispute a transaction, and check its protection terms before paying. Avoid sending money in a way that you cannot dispute simply because a seller says it is faster. Never share a password or a one time security code to complete an order.

If the seller sends a payment link, check the destination before entering your details. Pressure to pay immediately, a sudden change in payment instructions or a request for unnecessary personal information are reasons to pause.

Questions before you order

Are follower counts a sign that a seller is trustworthy?

Not on their own. Check independent reviews and business details as well.

What if the flowers arrive looking different?

Compare them with the written agreement and contact the seller promptly. Take a clear photo to show the problem.

Should I give the recipient's phone number?

Share it only if needed for delivery and the recipient is comfortable with that. Confirm how it will be used.

What if the seller stops responding?

Keep your records and contact your payment provider to ask about its dispute process and deadlines.

Next step: full guide