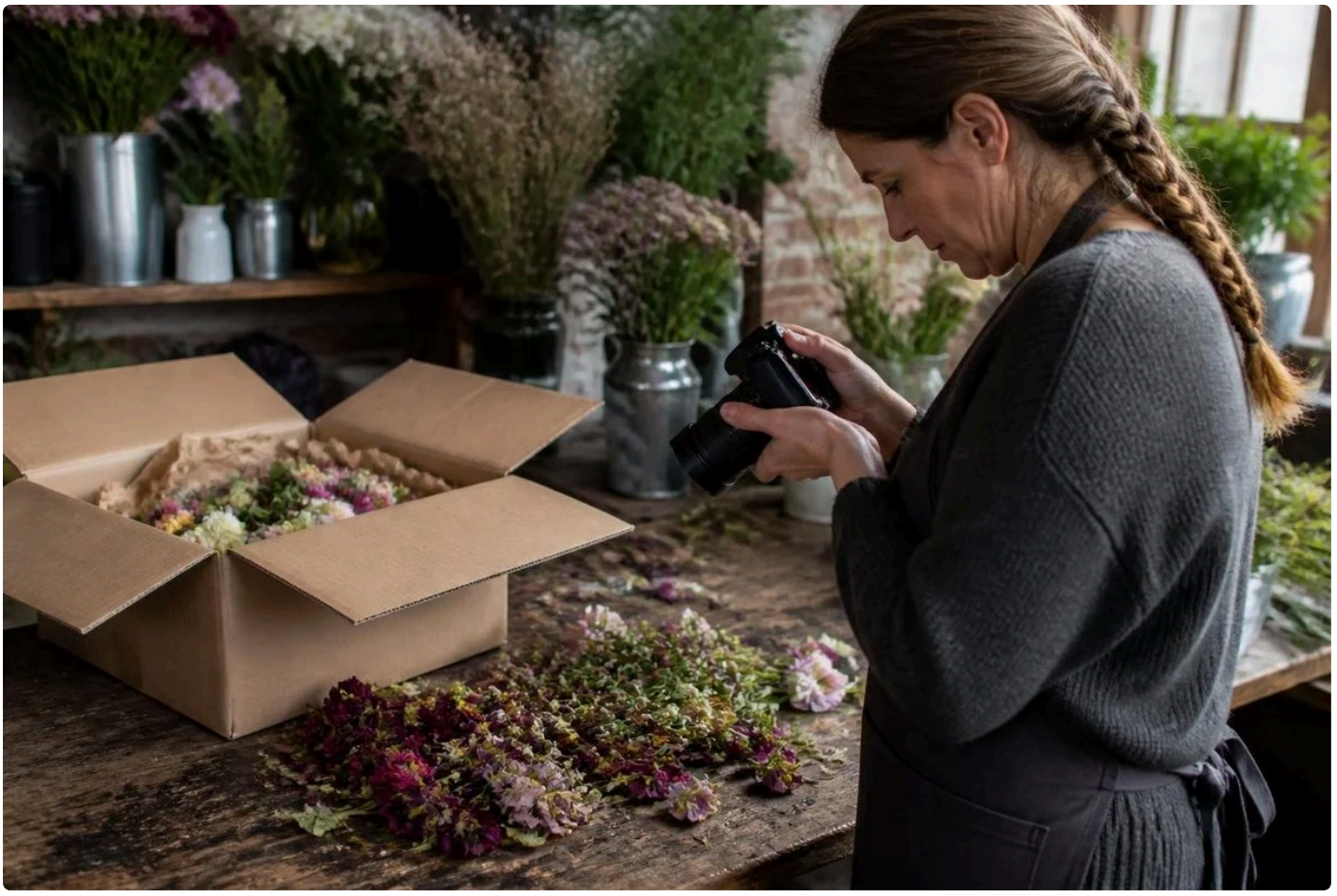

When a flower shipment arrives damaged, document its condition right away and contact your supplier before discarding anything. Separate usable flowers from damaged stems, then adjust your orders while you wait for a response.

## Inspect the delivery promptly

Open the boxes as soon as you can and check each variety against the packing slip. Look for crushed blooms, broken stems, wet packaging, mold, and flowers that feel unusually warm. Note any boxes that arrived open or visibly damaged.

Not every tired looking flower is a loss. Some stems may recover after a fresh cut and a drink of water. Set questionable flowers aside so you can check them again, but do not mix moldy material with healthy stock.

## Record what you find

Take clear photos of the boxes, labels, packing materials, and affected flowers. Include close views of the damage and wider shots that show how much of the shipment is affected. Keep the packing slip and note the delivery time, the varieties involved, and the number of damaged stems.

If the flowers arrived warm, note that too. Avoid guessing why the damage happened. A straightforward record gives your supplier a useful starting point and helps you explain the problem consistently.

## Contact your supplier

Get in touch as soon as you have enough information to describe the issue. Share your photos, order details, and stem counts, and ask what the supplier needs to review the claim. Follow its instructions about keeping the flowers and packaging.

Ask about a replacement or credit if the flowers cannot be used. Policies and deadlines vary, so check the terms that apply to your order. Keep a record of your messages and any agreed next steps.

## Protect your usable flowers and orders

Process sound stems according to their needs. Use clean tools and containers, give stems fresh water, and move flowers to suitable storage. Keep damaged or moldy material separate while you decide what can be saved.

Next, review the orders that depend on the affected flowers. If a replacement will not arrive in time, consider a suitable substitute. Contact the customer before making a significant change, especially if a particular flower or color was central to the order. Give them a clear account of the options and confirm what they prefer.

## Questions you may have

### Should you throw away damaged flowers immediately?

Not until you have documented them and checked with your supplier. The supplier may ask you to keep the flowers or packaging while it reviews the claim.

### Can wilted flowers still be used?

Some may recover with proper conditioning, but check them again before using them in an arrangement. Do not use stems that are moldy or unlikely to hold up for the customer.

### What if the damage affects an order due today?

Contact the customer promptly and explain the available choices. A replacement flower may work, but get the customer's agreement before making a major substitution.

Further reading: Polish traditions in Vienna