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To place an order, call **1-800-356-9377**.
For Customer Service, call **1-800-716-4851**.
Llámenos
Para hacer un pedido, llámenos al **1-800-356-9377**.
Para contactar a nuestro centro de servicio al cliente, llámenos al **1-800-716-4851**.



CALLING FROM OUTSIDE THE US?
To place an order or reach a customer service agent, call:
Australia: **1800 792 692**
Canada: **1-844-884-1371**
United Kingdom: **0800 141 3273**



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Frequently Asked Questions

These are the most-asked questions to 1-800-FLOWERS.COM / FRUITBOUQUETS.COM's Sales & Service Specialists:

[Is it safe to use my credit card online?](#)

[Which credit cards or payment types are accepted?](#)

[When will my credit card be charged?](#)

[What happens after I place an order?](#)

[How do I check the status of my order?](#)

[How are shipping and service charges determined?](#)

For orders placed on 1-800-FLOWERS.COM / FRUITBOUQUETS.COM:

Our gifts are either hand arranged and delivered by a florist or shipped in a gift box.

The following service charges apply to delivery by florist

Merchandise Amount	Service Charge*
Up to \$99.99	\$14.99
\$100.00 and Up	\$17.99

* Weekend and holiday charges may apply.

The following shipping charges apply to delivery from UPS or FedEx

Merchandise Amount	Total Shipping Charge*
Up to \$14.99	\$4.99
\$15.00 to \$79.99	\$14.99
\$80.00 to \$99.99	\$17.99
\$100.00 to \$149.99	\$19.99
\$150.00 to \$249.99	\$25.99
\$250.00 to \$349.99	\$35.99
\$350.00 and up	\$45.99

*Weekend charges may apply

Items Requiring Special Handling

The following table lists additional charges that may be incurred for certain gifts which may require special handling. These will be automatically calculated and displayed after you select your date and ZIP code.

Shipping Method	Additional Shipping Charge per Delivery Address
3rd Business Day	\$6.99
2nd Business Day	\$7.99
Next Business Day	\$9.99
Saturday (where available)	Up to \$19.99

For orders placed on FRUITBOUQUETS.COM:**Delivery by a Parcel Carrier**

Low	High	Service Charge
\$ -	\$19.99	\$6.99
\$20.00	\$29.99	\$7.99
\$30.00	\$49.99	\$9.99
\$50.00	\$59.99	\$10.99
\$60.00	\$74.99	\$13.99
\$75.00	\$99.99	\$14.99
\$100.00	\$124.99	\$17.99
\$125.00	\$149.99	\$19.99
\$150.00	\$199.99	\$21.99
\$200.00		\$23.99

Items Requiring Special Handling

The following table lists additional charges that may be incurred for certain gifts which may require special handling. These will be automatically calculated and displayed after you select your date and ZIP code.

Shipping Method	Additional Shipping Charge per Delivery Address
2nd Business Day	\$9.99
Next Business Day	\$19.99
Saturday (where available)	Up to \$34.99

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[¿Cómo puedo realizar un pedido en español? ¿Tienen agentes de servicio al cliente que sepan hablar español?](#)

[Which shipments or deliveries qualify for free shipping/no service charge under the Celebrations Passport membership program?](#)

[As a Celebrations Passport member, what are expedited delivery surcharges?](#)

[How can I make sure that I am recognized as a Celebrations Passport member when I place my order?](#)

[How do I know which products qualify for Celebrations Passport benefits?](#)

[When does my Celebrations Passport membership expire?](#)

[How do I renew my Celebrations Passport membership?](#)

[How do I cancel my Celebrations Passport membership?](#)

Help Desk Articles

Browse these topics for more frequently-asked questions and information

SHIPPING AND DELIVERY INFORMATION

[Delivery Methods](#)

[Packaging Information](#)

[Delivery Restrictions](#)

SMILE GUARANTEE

Everyone at 1-800-FLOWERS.COM is passionate about delivering flowers and gifts that bring smiles. And we mean everyone. Like the president of 1-800-FLOWERS.COM, our growers, our fantastic floral designers, even me, the guy writing the customer service section of this website. So if you OR the person who received your gift calls us with any sort of issue, it's a big deal to us. All of us. And we'll jump to make it right -- no matter what, no questions asked. We're happy when you're smiling. Please see below for our policy on damaged items and late/non-delivery issues.

[What is the policy for damaged products and late/non-delivery issues?](#)

[Who should I contact for damaged items & late/non-delivery issues?](#)

[Contact Us by E-mail](#)

SERVICE CHARGE AND PAYMENT INFORMATION

[Payment Methods](#)

[Sales Tax](#)

[Service Charges and Shipping Rates](#)

[Promotion Codes](#)

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[What Happens After You Place an Order](#)

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