

For an overseas flower order, enter the billing address registered with the card or payment account you will use. Put the recipient's details in the separate delivery address fields, even if the two addresses are in different countries.

Match billing details to your payment account

The billing address is the address your card issuer or payment provider has on record for you. It is often your home, but the correct address is whichever one you registered with that provider.

Fill in the street, postal code and country as they appear in your account records. If you have moved recently, do not assume the new address has already been updated. Check your payment account settings or a statement to see which address is currently listed.

Keep the recipient's address out of the billing section. That field identifies the person making the payment and the address connected to the payment method. The delivery section is for the person receiving the flowers and the place they should be sent.

Enter a complete delivery address

Give the florist or courier enough information to locate the recipient. Include their name, street address, apartment or unit number if there is one, city, postal code and country. Follow the address format shown during checkout, since the requested fields may vary.

For a workplace, hotel or hospital delivery, include the location's name along with any details staff may need to find the recipient. Before ordering, check that the location accepts flower deliveries and that the recipient is

expected to be there to receive them.

A local phone number for the recipient may help the courier ask for directions or find the right entrance. Make sure you have permission to provide the number, and enter it in the format the checkout requests.

Review the information before paying

Some international checkout forms ask for billing and delivery countries separately. Choose the country on file for the payment address in the billing field, and the recipient’s country in the delivery field. Take a moment to review both, particularly if the form has filled in any details automatically.

If a payment is declined, compare the billing information you entered with the details held by your payment provider. A difference in the postal code or another address field can cause difficulty. The provider may also require payment verification or limit international transactions.

If the form will not accept a billing address from your country, contact the seller before making another attempt. Do not enter an address that does not belong to you just to get through checkout. You can also ask your payment provider which other payment options are available.

Common address questions

Can the billing and delivery addresses be in separate countries?

Yes, if the seller accepts your payment method and the country associated with your billing address. Enter each address in the field that matches its purpose.

Will the recipient be able to see my billing address?

This depends on how the seller handles the order and delivery paperwork. If you want to keep the address private, ask the seller what information is included with the delivery.

What should I enter if I am using another person’s card?

With the cardholder’s permission, provide the billing address associated with that card. You can still give a different address for delivery and send the flowers to your chosen recipient.

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