

Non-Delivery Complaint

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding my online order #[Order Number] placed on [Order Date]. According to the tracking information, the package was expected to be delivered by [Expected Delivery Date], but as of today, [Current Date], I have yet to receive it.

Despite my efforts to track the shipment and my communication with your support team, there has been no satisfactory resolution. I kindly request an investigation into this matter and an update regarding my order status.

Thank you for your prompt attention to this issue. I look forward to your response.

Sincerely,

[Your Name]