

Non-Delivery Complaint Letter

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date: [Insert Date]

Customer Service Department

Retail Company Name

Company Address

City, State, ZIP Code

Subject: Non-Delivery Complaint for Order #[Order Number]

Dear Customer Service,

I am writing to formally complain about the non-delivery of my order #[Order Number], which was placed on [Order Date]. According to the tracking information, the package was supposed to arrive by [Expected Delivery Date], but I have yet to receive it.

This delay has caused [briefly explain any inconvenience caused]. I have attempted to contact your customer service on [dates of previous communication], but I have not received a satisfactory response.

I kindly request that you provide me with an update on the status of my order and resolve this issue promptly. I look forward to your immediate response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]