

Grievance Regarding Inaccurate Delivery Charges

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager/Specific Name],

I am writing to formally express my grievance regarding the inaccurate delivery charges applied to my recent order (Order Number: [Insert Order Number]) placed on [Insert Date]. Upon reviewing my invoice, I noticed that the delivery charges are significantly higher than what was previously advertised during the checkout process.

I believe this discrepancy needs to be addressed promptly, as it affects my overall experience with your service. I kindly request a detailed breakdown of the delivery charges and an adjustment to my invoice to reflect the correct amount.

Please let me know how you intend to resolve this issue. I hope for a swift response, as I value your service and wish to continue my business relationship with your company.

Thank you for your attention to this matter.

Sincerely,

[Your Name]