

# **Subject: Complaint Regarding Non-Receipt of E-Commerce Order**

Dear [Customer Service Team/Specific Name],

I hope this message finds you well. I am writing to formally lodge a complaint concerning my recent order [Order Number] placed on [Order Date], which I have yet to receive.

Despite receiving confirmation of shipment on [Shipment Date], the order has not arrived as of today, [Current Date]. I have checked with my local delivery service, and they have no record of the package being delivered to my address.

As per your policy, I would appreciate your immediate assistance in resolving this matter. Please provide me with an update on the status of my order and the measures you will take to rectify this issue.

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

Sincerely,

[Your Name]  
[Your Address]  
[Your Email]  
[Your Phone Number]