

# Complaint Letter for Non-Receipt of Goods

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Recipient Name  
Company Name  
Company Address  
City, State, Zip Code

Dear [Recipient's Name],

I am writing to formally complain about the non-receipt of goods that I ordered on [Order Date] through your website. The order number is [Order Number]. According to the tracking information, the shipment was supposed to arrive on [Expected Delivery Date], but I have yet to receive my items.

Despite my previous attempts to contact your customer service team on [Dates of Previous Communications], I have not received any satisfactory resolution or updates regarding my order. I kindly request your immediate attention to this matter and a prompt resolution. Please let me know when I can expect the delivery of my goods or if a refund will be processed.

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

Sincerely,  
[Your Name]