

# **Subject: Non-Receipt of Order #[Order Number]**

Dear [Customer Service Team/Name],

I hope this message finds you well. I am writing to formally raise a complaint regarding the non-receipt of my online order #[Order Number], which was placed on [Order Date]. Despite the estimated delivery date being [Estimated Delivery Date], I have yet to receive my package.

Order Details:

- Order Number: [Order Number]
- Order Date: [Order Date]
- Item(s) Ordered: [List of Items]
- Shipping Address: [Full Shipping Address]

I kindly request an update on the status of my order and a resolution to this issue. Please let me know if you need any further information to assist with this complaint.

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

Sincerely,

[Your Name]

[Your Email]

[Your Phone Number]