

# Complaint Regarding Non-Receipt of Order Shipment

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

Customer Service

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally complain about the non-receipt of my order (Order Number: [Insert Order Number]), which was placed on [Insert Order Date]. According to the tracking information provided, the shipment was supposed to arrive on [Insert Expected Delivery Date], but I have yet to receive it.

I have checked with my local postal service, and there are no updates regarding the delivery status. I would appreciate it if you could look into this matter and provide me with an update as soon as possible.

Furthermore, if my order is deemed lost, I request a full refund or a replacement item to be sent to me at your earliest convenience.

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

Sincerely,

[Your Name]