

# **Complaint Regarding Non-Receipt of Product Delivery**

Dear [Customer Service Team/Specific Name],

I am writing to formally lodge a complaint regarding the non-receipt of my recent order (Order Number: [Order Number]), placed on [Order Date]. I was expecting to receive the product ([Product Name/Description]) by [Expected Delivery Date], but it has not been delivered to me as of today.

I have checked with the shipping carrier, and according to their information, the package was marked as shipped on [Shipping Date], but no further updates have been provided.

I kindly request that you investigate this matter and provide an update on the status of my delivery. If the item is lost or cannot be delivered, please let me know the next steps for obtaining a replacement or refund.

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

Sincerely,

[Your Name]

[Your Address]

[Your Phone Number]

[Your Email Address]