

## **Subject: Urgent: Escalation Regarding Return and Exchange Issue**

Dear [Manager's Name],

I hope this message finds you well. I am writing to formally escalate an ongoing issue I have experienced regarding the return and exchange of [Product Name] (Order Number: [Order Number]). Despite my previous communications with your customer service team on [dates of previous communications], the matter remains unresolved.

To recap, I initiated the return process on [date], and as of today, I have not received any confirmation or progress update. This delay has caused significant inconvenience, and I would appreciate your urgent attention to this matter.

I kindly request that you look into this issue at your earliest convenience and provide me with an update on the status of my return and exchange. Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]