

Grievance Regarding Unsuccessful Purchase

Date: [Insert Date]

To,

Customer Service Team

[E-commerce Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to express my disappointment regarding an unsuccessful purchase made on [insert date of purchase] under order number [insert order number]. Despite my efforts to finalize the transaction, I encountered issues that prevented the completion of my order.

I attempted to purchase [insert item description] but faced the following challenges:

- [Describe the issue, e.g., "Site crashed during checkout"]
- [Describe another issue, if applicable]

Due to these issues, I was unable to receive my order confirmation, and no charges were reflected in my payment account. I would appreciate your assistance in resolving this matter, as I am eager to receive the purchased item.

Please let me know how we can proceed to rectify this issue. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]