

Formal Complaint Regarding Refund not Received

Your Name

Your Address
City, State, Zip Code
Email Address
Phone Number
Date: [Insert Date]

Customer Service Department

Company Name
Company Address
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally complain about the refund that I have not yet received for my recent order (Order Number: [Insert Order Number]), which was placed on [Insert Purchase Date]. According to your refund policy, I was supposed to receive my refund within [Insert Time Frame]. However, it has now been [Insert Time Elapsed] since the refund was initiated, and I have yet to see the amount reflected in my account.

Despite my previous inquiries, I have not received any updates regarding the progress of my refund. I would appreciate it if you could look into this matter as soon as possible and provide me with a prompt resolution. I expect to receive my refund of [Insert Amount] without further delay.

Thank you for your attention to this matter. I hope to resolve this issue amicably and look forward to your prompt response.

Sincerely,
[Your Name]