

Your Name

Your Address

City, State, Zip Code

Email Address

Date

Recipient's Name

Company Name

Company Address

City, State, Zip Code

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally appeal for clarification regarding an item that appears to be missing from my recent order placed on [Order Date], with order number [Order Number].

Upon receiving the package on [Delivery Date], I noticed that [describe the missing item/item description]. I have double-checked the contents of the package and the invoice, and it seems that this item was not included in my order.

I would greatly appreciate it if you could provide clarification on this matter. Additionally, if the item was mistakenly omitted, I would like to know the next steps to have it sent to me.

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

Sincerely,

[Your Name]