

# Customer Service Department

Your Company Name

Your Company Address

City, State, Zip Code

Date: [Insert Date]

Dear [Customer Service Team/Manager's Name],

I am writing to bring to your attention an issue I encountered with my recent order, [Order Number], placed on [Order Date]. Unfortunately, the order was not received as expected. I encountered the following problems:

- [Describe the first issue]
- [Describe the second issue]

As a loyal customer, I was disappointed with this experience and would appreciate a prompt resolution. Please let me know how you can address my concerns and rectify this situation. I look forward to your swift response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]