

Dear [Recipient's Name],

I hope this message finds you well. I am writing to provide feedback regarding my recent experience with the delivery of a gift I ordered on [Order Date]. Unfortunately, the service did not meet my expectations for the following reasons:

- **Delayed Delivery:** The gift was promised to be delivered by [Promised Date], but it arrived on [Actual Delivery Date], which was disappointing.
- **Condition of the Gift:** Upon arrival, I noticed that the gift was [Describe Condition, e.g., damaged, not properly packaged], which affected the overall experience.
- **Lack of Communication:** I did not receive timely updates regarding the shipping status, leaving me uncertain about the delivery timeline.

I believe that improvements in these areas could greatly enhance customer satisfaction in the future. Thank you for taking the time to consider my feedback. I hope to see positive changes in your service moving forward.

Sincerely,

[Your Name]

[Your Contact Information]