

Customer Escalation Justification

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Justification for Delayed Deliveries

Dear [Recipient Name],

I hope this message finds you well. I am writing to formally escalate my concern regarding the delays in deliveries associated with our recent orders (Order ID: [Insert Order ID]).

Despite our agreement on the delivery timelines, we have experienced significant delays that have impacted our operations. Specifically, the order placed on [Insert Order Date] was scheduled for delivery on [Insert Expected Delivery Date], but as of today, we have not received the goods.

We understand that unforeseen circumstances can arise; however, timely communication regarding these delays is crucial. The lack of updates has resulted in disruptions to our workflow and harm to our customer satisfaction.

We kindly request a thorough investigation into this matter and a clear timeline for when we can expect our deliveries. Your attention to this urgent issue would be greatly appreciated.

Thank you for your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]