

# Shipping Service Dispute Resolution Procedures

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Dear [Customer Name],

Thank you for choosing [Shipping Company Name]. We value you as our customer and are committed to ensuring your satisfaction. We understand that you have encountered an issue with our shipping services, and we are here to assist you in resolving it.

## Step 1: Contact Customer Support

Please reach out to our Customer Support team at [Customer Support Phone Number] or [Customer Support Email] within [X] days of the incident.

## Step 2: Provide Documentation

Gather all relevant information regarding your dispute, including tracking numbers, receipts, and any communication that has taken place.

## Step 3: File a Formal Dispute

Submit your dispute by completing the Dispute Resolution Form available on our website or by contacting Customer Support. Ensure that all supporting documents are attached.

## Step 4: Review and Investigation

Once your dispute is filed, our team will review your case. You can expect a response within [X] business days.

## Step 5: Resolution

We will communicate our findings and any potential resolutions to you via [Communication Method]. If you are not satisfied with the resolution provided, you may request a further review.

We appreciate your understanding and cooperation. Our goal is to provide you with the best service possible.

Sincerely,

[Your Name]

[Your Position]

[Shipping Company Name]

[Shipping Company Contact Information]