

# Formal Complaint Regarding Excessive Delivery Charges

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Customer Service Department  
Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the excessive delivery charges applied to my recent order (Order Number: [Your Order Number]) placed on [Order Date].

Upon reviewing my invoice, I noticed that I was charged [Amount] for delivery, which I believe is significantly higher than the standard rates previously advertised on your website. This unexpected charge has caused me considerable concern and has raised questions about the pricing transparency of your services.

I kindly request a detailed explanation of these charges and a review of my case, as well as any corrective actions you may take to address this issue. I appreciate your prompt attention to my complaint and look forward to your swift response.

Thank you for your consideration.

Sincerely,  
[Your Name]