

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 concern regarding the undelivered package that I ordered on [Order Date] with the order number [Order Number]. Despite receiving confirmation that my package was shipped on [Shipping Date], I have yet to receive the contents which include [List Items].

As a valued customer, I find this situation disappointing and inconvenient. The package was expected to arrive by [Expected Delivery Date], and this delay has caused me significant [mention any specific issues caused by the delay, e.g., financial loss, missed deadline].

I kindly request an immediate investigation into the whereabouts of my package and a proposed resolution to rectify this situation. Please contact me at your earliest convenience to provide an update on this issue.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

Your Name