

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally complain about the loss of merchandise from my recent delivery. On [date of delivery], I ordered [describe the merchandise] through your company, and I was expecting it to arrive on [expected delivery date]. However, I did not receive my order.

Despite my attempts to contact your customer service team on [dates of communication], I have not received a satisfactory response regarding the whereabouts of my merchandise.

According to my order confirmation with the tracking number [tracking number], the package was marked as delivered, but I have thoroughly checked my premises and have not located it.

I kindly request your immediate attention to this matter and a refund or replacement for the lost merchandise. I have attached copies of my order confirmation and any relevant correspondence for your reference.

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

Sincerely,

[Your Name]