

# Formal Complaint Regarding Failure to Process Return

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Online Retailer's Customer Service Department]

[Retailer's Company Name]

[Retailer's Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally complain about the failure to process my return for order number [Insert Order Number], which was initiated on [Insert Return Initiation Date]. Despite following the return procedure outlined on your website, I have not yet received confirmation of my return being processed or a refund issued.

According to your policy, returns should be processed within [Insert Time Frame], and I have patiently waited beyond this timeframe. This delay has caused me inconvenience, and I am worried about the resolution of this matter.

I request that you address this issue promptly and provide me with a status update regarding my return. If I do not receive a satisfactory response within [Insert Reasonable Time Frame], I may consider taking further action.

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

Sincerely,

[Your Name]