

# Formal Complaint: Missing Items in Order

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

Customer Service  
Online Retailer Name  
Retailer Address  
City, State, Zip Code

Dear Customer Service,

I am writing to formally complain about my recent order (Order Number: 123456) placed on [Date of Order]. Upon receiving the shipment on [Date of Delivery], I discovered that several items were missing from the package.

The following items were not included in my order:

- Item 1 Name
- Item 2 Name
- Item 3 Name

I kindly request that you investigate this matter and provide a resolution, whether that be a refund or the prompt shipment of the missing items. Please let me know how to proceed with this issue.

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

Sincerely,  
Your Name