

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 the delayed shipment of my order (Order Number: 123456), placed on [Order Date]. Despite the confirmation that my order would be shipped by [Expected Shipping Date], I have yet to receive it as of today, [Current Date].

This delay has caused significant inconvenience, as I had planned to use the items for [reason for urgency]. I expected better service from your company, and I would appreciate an update on the status of my order.

I look forward to your prompt response and resolution of this issue. Thank you for your attention to this matter.

Sincerely,  
Your Name