

# Formal Complaint Regarding Incorrect Item Received

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

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

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding a recent order I received through your website. On [Order Date], I placed an order for [Description of the item ordered], with Order Number [Order Number]. However, upon receiving the package on [Delivery Date], I found that the item I received was [Description of the incorrect item].

This is not the product I ordered, and I am disappointed with this error. I kindly request that you take the necessary steps to rectify this issue by either sending me the correct item or providing a full refund.

Please let me know how you wish to proceed in resolving this matter. Thank you for your prompt attention to this issue. I look forward to your swift response.

Sincerely,  
Your Name