

Date: [Your Date]

To,
[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP]

Subject: Formal Complaint – Wrong Item Received and Expedited Refund Request

Dear [Recipient Name],

I am writing to formally bring to your attention an issue regarding my recent order, Order Number: [Order Number], placed on [Order Date]. I was disappointed to discover upon delivery that I had received the wrong item instead of the product I had ordered. This error has caused inconvenience and disrupted my plans.

Please find the following details for your reference:

- Order Number: [Order Number]
- Item Ordered: [Correct Item Name]
- Item Received: [Incorrect Item Name]
- Order Date: [Order Date]

I kindly request an expedited refund to resolve this matter promptly. I expect you to provide clear instructions for the return process of the incorrect item, and to ensure the refund is processed as soon as possible upon receipt.

Please address this matter as a priority to facilitate a swift resolution and preserve my trust in your company. I look forward to your prompt response acknowledging this complaint and outlining the steps being taken to resolve it.

Thank you for your immediate attention to this issue.

Sincerely,
[Your Name]
[Your Contact Information]
[Order Number]