

Sample Complaint Letter for Delay in Delivery Despite Advance Payment

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Supplier/Vendor Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Delay in Delivery Despite Advance Payment

Dear [Supplier/Vendor Name],

I am writing to formally bring to your attention the delay in delivery of [product/service name], which I ordered on [order date] with an advance payment of [amount paid] made on [payment date] (Payment Reference: [reference number], Invoice: [invoice number]).

As per our agreement, the delivery was scheduled for [agreed delivery date]. However, as of today, I have not received the [product/service], nor have I received any satisfactory explanation regarding the delay. This has caused significant inconvenience and has affected my trust in your company's ability to deliver products/services on time.

Prompt and reliable delivery, especially after advance payment, is crucial to maintaining good customer relations and trust. I kindly request that you provide an immediate update on the status of my order and expedite the delivery process. If the delay cannot be resolved promptly, I expect a clear timeline for delivery and an explanation for the delay. Additionally, I would appreciate information on any compensation or remedial actions you propose to address this inconvenience.

I hope for your prompt response and swift action to resolve this matter. Please feel free to contact me at [your phone number] or [your email address] should you require any further details regarding my order.

Sincerely,
[Your Name]