

Sample Complaint Letter Requesting Refund after Order Not Received

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

[Seller/Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Refund â€“ Order Not Received (Order # [Order Number])

Dear [Customer Service Representative/Sir or Madam],

I am writing to formally bring to your attention an issue regarding my recent purchase from your company. On [Purchase Date], I placed an order through your [website/store/platform] for [product name/description], with order number [Order Number]. The expected delivery date was [Expected Delivery Date]; however, I have yet to receive the product.

I have checked the tracking information and contacted your customer service team on [dates you contacted support, if applicable], but as of today, I have not received any satisfactory update regarding the status of my order. As the product has not been delivered within the promised timeframe, I kindly request a full refund for this purchase.

Please find the order details below for your reference:

- Order Number: [Order Number]
- Order Date: [Purchase Date]
- Product: [Product Name/Description]
- Payment Method: [Credit Card/PayPal/etc.]
- Amount Paid: [Amount]

I would appreciate your prompt attention to this matter and request that the refund be processed to my original payment method at your earliest convenience. Please confirm receipt of this letter and provide an update on the status of my refund request.

If you require any additional information, please do not hesitate to contact me by phone or email.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]