

Business Complaint Letter Format for Unfulfilled Purchase Order (Sample)

Below is a template for a business complaint letter regarding an unfulfilled purchase order. This format ensures professionalism and clarity in your communication.

Your Company Name

Your Company Address

City, State, ZIP Code

Phone Number

Email Address

Date: [Insert Date]

Recipient's Name

Recipient's Position

Supplier Company Name

Supplier Address

City, State, ZIP Code

Subject: Complaint Regarding Unfulfilled Purchase Order #[Purchase Order Number]

Dear [Recipient's Name],

I am writing on behalf of [Your Company Name] regarding purchase order number [Insert PO Number], which was placed with your company on [Order Date] for the following items/services:

- [List of items/services ordered, including quantities and descriptions]

According to our agreement, the order was scheduled for delivery by [Promised Delivery Date]. As of today, we have yet to receive the goods/services, nor have we received any satisfactory explanation for the delay. This failure to deliver as agreed has caused inconvenience and operational disruption on our end.

As per the terms outlined in our agreement, we request that you resolve this matter promptly by ensuring the immediate delivery of the pending order or by providing a full refund/appropriate compensation. Please advise us of your proposed action within [Specify a reasonable timeframe, e.g., 7 business days] to avoid further escalation.

We hope to resolve this issue amicably and look forward to your prompt response. Kindly confirm receipt of this letter and provide a timeline for resolution.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]

Note: Customize the sections in brackets [] with your specific details before sending.