

Sample Complaint Letter for Late Delivery of Online Order

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

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

Subject: Complaint Regarding Late Delivery of Online Order #[Order Number]

Dear [Seller/Customer Service],

I am writing to express my dissatisfaction with the delayed delivery of my recent online order (Order #[Order Number]), which was placed on [Order Date] through your website. According to the initial confirmation, the expected delivery date was [Expected Delivery Date]. However, as of today, the order has yet to be delivered, and I have not received any communication regarding the delay.

This delay has caused considerable inconvenience, as I was relying on the timely arrival of this item for [briefly mention the reason/purpose, if applicable]. Despite reaching out to your customer service team previously, I have not received any meaningful update regarding the status of my order.

I kindly request that you look into this matter as a priority and provide a status update on my order. Additionally, I would appreciate it if you could expedite the shipping or offer appropriate compensation for the inconvenience caused.

Please let me know how you intend to resolve this issue as soon as possible. I look forward to your prompt response.

Sincerely,
[Your Name]