

[Your Company Letterhead]

[Date]

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

Subject: Formal Complaint Regarding Late Delivery of Sample Order

Dear [Supplier's Contact Name],

I am writing on behalf of [Your Company Name] to formally express our concern regarding the delayed delivery of our sample order, referenced as [Order Number/Details]. As previously communicated, timely receipt of samples is crucial for our evaluation process and overall project timelines. Unfortunately, the delay in delivery has caused significant inconvenience and has the potential to disrupt our planned schedules.

Please note that reliable and prompt service is a critical expectation from our suppliers. We kindly request that you provide an explanation for the delay, as well as the steps you are taking to prevent such occurrences in the future.

Furthermore, we urge your team to strengthen communication channels and keep us promptly updated regarding order statuses. Efficient service is essential to ensure continued business collaboration.

We trust in your immediate attention to this matter and look forward to your swift response. If you require any further information from our side to facilitate the process, please do not hesitate to contact us.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]
[Contact Information]