

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

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

Subject: Formal Complaint – Request for Refund Due to Non-Delivery

Dear [Recipient Name or Customer Service Department],

I am writing to express my disappointment and concern regarding my recent order placed with your company, order number [Order Number], placed on [Order Date]. Despite prompt payment and your stated delivery timelines, I have yet to receive the items as of today.

I have made several attempts to follow up on the status of my order, but I have not received a satisfactory response or a resolution to this matter. The lack of communication and failure to deliver the products I purchased has caused significant inconvenience and dissatisfaction.

Given these circumstances, I respectfully request an immediate and thorough investigation into the status of my order. As the goods have not been delivered within the promised timeframe, I am formally requesting a complete and prompt refund of the full amount paid, totaling [Order Amount].

I expect your reply within [reasonable timeframe, e.g., 7 business days] and a swift resolution to this issue. Maintaining customer trust and satisfaction is vital, and I hope you will address this matter urgently.

Please contact me at [your phone number] or [your email address] should you need any further information from my end.

I look forward to your prompt response and the immediate refund of my payment.

Sincerely,
[Your Name]