

Sample Complaint Letter for Late Delivery of Online Order

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

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

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

Dear [Customer Service Team/Sir or Madam],

I am writing to formally express my dissatisfaction regarding the delayed delivery of my recent online order #[Order Number], placed on [Order Date] via your website. According to your shipping policy and the confirmation email, the estimated delivery date was [Expected Delivery Date]. However, as of today, [Current Date], I have yet to receive my order.

The delay in delivery has caused significant inconvenience, as I had planned to use the product(s) for [briefly mention purpose if relevant]. Timely delivery is a significant factor in my decision to shop with your company, and this experience has impacted my trust in your services.

I kindly request that you provide an immediate update on the status of my order and expedite the shipping process to ensure prompt delivery. If timely delivery is no longer possible, I would appreciate information regarding compensation or a refund.

I hope for your swift response and a resolution to this matter. Thank you for your attention to this issue.

Sincerely,
[Your Name]