

Business Complaint Letter with Follow-Up Request for Refund Not Received

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

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

Subject: Follow-Up Request for Refund Not Received â€“ [Order/Invoice Number]

Dear [Recipient Name or Customer Service Department],

I am writing to formally follow up on my previous request regarding a refund for my purchase made on [purchase date], with reference to order/invoice number [number]. According to our prior correspondence on [date of initial request], I requested a refund due to [brief reason for refund, e.g., defective product, unsatisfactory service, order cancellation].

Your team confirmed receipt of my request on [date acknowledged] and assured me that the refund would be processed within [time frame promised, e.g., 7-10 business days]. However, as of today, I have not received the refund in my account.

I kindly urge you to review my case and expedite the refund process as soon as possible. Please confirm the status and expected timeline for the refund, or let me know if you require any additional information from my side to complete the process.

I appreciate your prompt attention to this matter. Please contact me at [your phone number or email address] if you need further details. I look forward to your swift response and the resolution of my refund request.

Sincerely,
[Your Name]