

Formal Complaint Letter for Delayed Refund

A formal complaint letter for a **delayed refund** is a professionally written document used to address the issue of an unreceived or late refund from a company or service provider. The letter clearly states the purchase details, the expected refund timeline, and politely demands prompt resolution while expressing dissatisfaction. For example, the letter may begin with "I am writing to formally request the immediate processing of my refund for order number XYZ, which was due on [date] but has not yet been received." This approach ensures clarity, maintains professionalism, and encourages timely action from the recipient.

Template

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
[Recipient's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]
Subject: Formal Complaint Regarding Delayed Refund for [Order Number/Transaction ID]
Dear [Recipient's Name or "Customer Service Manager"],
I am writing to formally request the immediate processing of my refund for order number [Order Number], which was due on [Expected Refund Date] but has not yet been received.
I made a purchase on [Purchase Date] (Order Number: [Order Number]) for [Product/Service Name]. According to your refund policy, I was to receive a refund within [Number of Days].
I kindly ask that you process the refund as soon as possible. Please provide confirmation of the refund and expected timeline for its completion. I would appreciate your prompt attention.
If I do not receive a satisfactory response within [Number of Days, e.g., 7 days], I will be compelled to escalate this matter further.
Thank you for your immediate attention to this issue.
Yours sincerely,
[Your Name]

Example Letter

Jane Doe
123 Main Street
Springfield, IL 62704
janedoe@email.com
(555) 123-4567
April 15, 2024
Customer Service Manager
ABC Electronics
456 Commerce Avenue
Springfield, IL 62705
Subject: Formal Complaint Regarding Delayed Refund for Order #56789
Dear Customer Service Manager,
I am writing to formally request the immediate processing of my refund for order number 56789, which was due on March 30, 2024, but has not yet been received.
I made a purchase on March 10, 2024 (Order Number: 56789) for a wireless headset. According to your stated policy, I was to receive a refund within 10 business days following my purchase.
I kindly request that you process this refund without further delay and provide confirmation of the transaction. Please let me know the expected date by which I will receive my refund.
Should I not receive a response within 7 days, I will consider taking additional steps to resolve this issue.
Thank you in advance for your prompt attention.
Yours sincerely,
Jane Doe