

# Sample Complaint Letter for Non-Delivery of Prepaid Goods

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

[Seller's Name or Company Name]  
[Seller's Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Non-Delivery of Prepaid Goods

Dear [Seller's Name or Customer Service Manager],

I am writing to formally bring to your attention the non-delivery of goods I ordered and prepaid for on [Order Date]. The details of my purchase are as follows:

- **Order Number:** [Order Number]
- **Items Purchased:** [List of Goods/Products]
- **Total Amount Paid:** [Amount] (Payment Method: [e.g., Credit Card, PayPal, Bank Transfer])
- **Expected Delivery Date:** [Promised Delivery Date]

Despite your assurance of delivery within [promised timeframe, e.g., "7 business days"], I have yet to receive the products. I have confirmed that the payment was successfully processed on [Payment Date], and a copy of the payment confirmation/receipt is attached for your reference.

I kindly request that you resolve this matter promptly by either ensuring the immediate delivery of the goods or processing a full refund to the original payment method within [reasonable timeline, e.g., "7 days"] of this letter. Please update me as soon as possible regarding the status of my order.

If I do not receive a satisfactory response within the above timeframe, I will have no option but to pursue further action through relevant consumer protection agencies or dispute the payment with my financial institution.

I look forward to your immediate attention to this matter.  
Sincerely,

[Your Name]