

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

Recipient's Name / Customer Service  
Company Name  
Company Address  
City, State, ZIP Code

Subject: Dissatisfaction with Delay in Product Delivery After Payment

Dear [Recipient's Name / Customer Service],

I am writing to formally express my dissatisfaction regarding the delay in the delivery of my order, **Order #**[Order Number], which was placed and paid for on **[Date of Payment]**. According to the initial agreement, the product was expected to be delivered by **[Promised Delivery Date]**. However, it has yet to arrive, and I have not received any satisfactory explanation for this delay.

This delay has caused significant inconvenience and disruption, as I had planned to use the product for **[briefly state purpose, if relevant]**. I trusted your company to uphold its commitment to timely delivery, and this situation has breached the agreed timelines stated at the time of purchase.

I request you to take immediate action to resolve this matter by providing a concrete update on the status of my order and an expedited delivery timeline. I would also appreciate clarification on the reasons for this delay, as well as steps being taken to prevent similar issues in the future.

Please note that timely and transparent communication is essential to maintaining customer trust. I expect to receive a prompt response addressing my concerns and detailing how you will rectify this issue.

If I do not receive the product or a satisfactory update within the next [number of days, e.g., 5 business days], I will have to consider alternative action, including seeking a refund.

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]