

Complaint Letter for Late Delivery and Refund Claim

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

[Recipient's Name]
[Title/Position]
[Company Name]
[Company Address]
[City, State ZIP Code]

Subject: Complaint Regarding Late Delivery and Refund Request – Order #[Order Number]

Dear [Recipient's Name],

I am writing to formally express my disappointment regarding the delayed delivery of my recent order, #[Order Number], placed on [Order Date], with the expected delivery date of [Expected Delivery Date]. Unfortunately, as of today, the order remains undelivered, causing significant inconvenience.

Despite my previous attempts to contact your customer service team on [dates contacted, if any], I have not received adequate information or solution regarding this delay. Attached are copies of my order confirmation and all related correspondence for your reference.

As per the terms and conditions outlined on your website, and given the unreasonable delay, I kindly request a full refund for this order. Please process the refund to my original payment method at your earliest convenience.

I trust you will treat this matter with urgency and look forward to your prompt response confirming the initiation of the refund process. If there are any further actions required on my part, please let me know immediately. Otherwise, I expect the refund to be processed within [number of days, e.g., 7 business days] as stipulated in your refund policy.

Thank you for your prompt attention to this matter.

Sincerely,
[Your Name]