

Formal Complaint Letter for Delivery Delay of Online Purchase

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

[Company Name]
[Customer Service Department or Contact Person]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Delay in Delivery of Online Order [Order Number]

Dear [Customer Service Team/Contact Person],

I am writing to formally express my dissatisfaction with the delay in the delivery of my recent online purchase from your company. I placed an order for [Product Name/Description] on [Order Date], and the order number is [Order Number]. According to your confirmation email and stated delivery policy, the product was expected to be delivered by [Expected Delivery Date].

As of today, [Current Date], the product has yet to arrive. This amounts to a delay of [Number of Days Delayed] days beyond the promised delivery date. The late arrival of this product has caused significant inconvenience, as I was relying on its timely receipt for [Briefly state the reason, e.g., a gift, business use, etc.].

I kindly request that you investigate the cause of this delay and provide an immediate update on the status of my order. In addition, I request one or more of the following solutions:

- Expedited shipping of the product at no additional cost,
- A full or partial refund, and/or
- Appropriate compensation for the inconvenience caused.

Please treat this matter with urgency and respond within [Specify a reasonable timeframe, e.g., 5 business days]. If I do not receive a satisfactory response, I will consider escalating this complaint with relevant consumer protection authorities.

Thank you for your attention to this matter. I look forward to your prompt response and a swift resolution.

Sincerely,
[Your Name]