

Complaint Letter Sample: Undelivered Product with Follow-up Request

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

[Seller/Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint and Follow-up Request for Undelivered Product – Order #[Order Number]

Dear [Customer Service Representative or Company Name],

I am writing to formally complain about the non-delivery of the product I ordered from your company. The details of my purchase are as follows:

- Order Number: [Order Number]
- Product Description: [Product Name/Description]
- Order Date: [Order Date]
- Expected Delivery Date: [Expected Delivery Date]

Despite the expected delivery date having passed, I have not received my order as of today. I have already contacted your customer service team on [date(s) of previous communication] but, unfortunately, have not received a satisfactory response or update regarding the status of my order.

I kindly request an immediate update on the whereabouts of my order. If delivery cannot be completed within the next [reasonable timeframe, e.g., "seven business days"], I would appreciate a prompt refund for the full purchase amount.

Please treat this matter with urgency. I look forward to your prompt response, and I hope to see this issue resolved as quickly as possible.

Thank you for your attention to this matter.

Sincerely,
[Your Name]