

Email Complaint Sample for Undelivered E-commerce Order

Below is a template you can use to address issues regarding an undelivered e-commerce order. Customize the bracketed sections as appropriate for your situation.

Subject: Urgent: Undelivered Order #[Order Number] – Immediate Resolution Requested

Dear [Seller's Name/Customer Service Team],

I am writing to formally complain regarding my recent order #[Order Number] placed on [Order Date] through your [Website/App]. The estimated delivery date was [Expected Delivery Date], yet as of today, I have not received the order.

Order Details:

• Order Number: [Order Number]

• Item(s) Ordered: [List of Items]

• Shipping Address: [Your Address]

I have checked the tracking information and contacted the courier service, but the status remains unchanged and there is no clear update on the delivery. I kindly request an immediate update on the status of my order. If my order cannot be delivered promptly, please initiate a full refund to my original payment method at the earliest.

I expect your prompt attention to this matter and a response within the next [24/48] hours. Please let me know how you intend to resolve this issue.

Thank you for your assistance.

Sincerely,

[Your Name]

[Your Email Address]

[Your Phone Number, if applicable]

Tip: Always keep a record of your correspondence and include any supporting documentation, such as receipts or screenshots, when possible.