

## 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.

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**Subject:** Urgent: Undelivered Order #[Order Number] â€“ 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:

â€¢ Order Number: **[Order Number]**

â€¢ Item(s) Ordered: **[List of Items]**

â€¢ 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]**

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