

Formal Complaint Letter for Delayed Delivery with Request for Refund

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Delayed Delivery and Request for Refund

Dear [Recipient Name],

I am writing to formally lodge a complaint regarding the delayed delivery of my recent order, [Order Number], placed on [Order Date] through your company's [website/store/branch]. The order consisted of [list items/products/services] with an agreed delivery date of [Expected Delivery Date].

Unfortunately, as of today, [Current Date], I have yet to receive my order. I have contacted your customer service department on [dates and methods of previous contacts, if any], but have not received a satisfactory response or a concrete delivery date. This delay has caused significant inconvenience and, potentially, business losses on my end.

As per our agreement and your company's stated delivery policies, I expected my order to arrive on time. The failure to fulfill this commitment has left me dissatisfied with your service. Therefore, I am formally requesting a full refund for the amount paid, totaling [Order Amount], as compensation for the delay and inconvenience caused.

I kindly request you to process the refund within [reasonable timeframe, e.g., 7 business days] of receiving this letter. If the refund is not processed within this period, I may be forced to escalate this matter through relevant consumer protection channels.

I hope to receive your prompt response and resolution to this matter.

Sincerely,
[Your Name]