

# Formal Complaint Letter for Unfulfilled Online Order

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

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

Subject: Formal Complaint Regarding Unfulfilled Online Order (Order No: [Order Number])

Dear Sir/Madam,

I am writing to formally complain about my recent experience with your company regarding an online order I placed on **[Date of Purchase]** through your website. My order number is **[Order Number]** and it included the following items:

- [Item 1]
- [Item 2]
- [Item 3] (Add or remove items as necessary)

According to your stated policy and my order confirmation, the expected delivery date was **[Expected Delivery Date]**. However, as of today, I have yet to receive the items. I have contacted your customer service team on **[List Dates and Methods of Previous Contact, if any]**, but have not received a satisfactory response or resolution.

As a customer, I am extremely dissatisfied with this lack of fulfillment and communication. I respectfully request that you **[issue a full refund/provide a replacement shipment]** for my order at the earliest possible date. Please confirm in writing how you will resolve this matter and provide a timeline for the resolution.

If I do not receive a response within **[Number of days, e.g., 7 days]**, I will be forced to consider further action, which may include filing a report with consumer protection agencies or disputing the charge with my payment provider.

I look forward to your prompt attention and resolution of this issue.  
Sincerely,  
[Your Name]