

Customer Service Inquiry Letter Template

Use the template below to address your concerns or questions to a company's customer service department. The letter is followed by a sample follow-up message in case you do not receive a timely response.

Initial Customer Service Inquiry Letter

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

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

Dear Customer Service Team,

I am writing to inquire about [clearly state your issue, question or request regarding a product or service, e.g., "the delayed shipment of my recent order #12345 placed on June 10, 2024"]. I would appreciate any information you can provide about [specify what information or action you are seeking, e.g., "the current status of my order" or "the process for obtaining a replacement"].

I look forward to your prompt response, as your assistance is important to me. Please let me know if you require any additional details.

Sincerely,
[Your Name]

Follow-Up Customer Service Letter Example

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

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

Dear Customer Service Team,

I am following up on my previous inquiry sent on [date of initial letter] regarding [describe your original issue or question briefly, e.g., "the status of my order #12345"]. I have not yet received a response and would appreciate an update at your earliest convenience.

Your attention to this matter is greatly appreciated, and I look forward to hearing from you soon so that we can resolve the issue.

Thank you for your time and assistance.
Sincerely,
[Your Name]