

Complaint Email about the Poor Delivery Service

Subject: Poor Delivery Service

Dear Mr. / Mrs. [First/Last Name of the Recipient],

I am [Your Name in Full] and I am writing this email with due respect to file my complaint against the order/invoice number [mention Invoice Number]. On [mention Date of Order], I ordered a [mention Product Name along with other brief details] from your website [mention Name/Link of the Website]. I also made the full payment via my credit card.

At the time of placing the order, it was mentioned that the product will be delivered within 3 to 5 working days. As of this moment, I have not yet received my product and it's already been 4 weeks.

Every time I call your company's customer support representatives, they just keep saying the same thing "Your order is dispatched and will be delivered soon". They simply don't tell me what is the actual reason for this delay or when I will be able to finally get my product. I just wonder if that's really an appropriate way to deal with your customers.

As you are now completely aware of the whole situation, it is my humble request to you to respond to me as soon as possible. Please let me know if my order will actually get delivered now. If that's not the case, then make sure to refund my amount in full. Also please find attached to this email the e-receipt of my order.

I hope that you will take this matter into your consideration and try to resolve it as quickly as possible.

Best Regards,

[Sender Name]

[Contact Details]