Complaint about a parcel not delivered, late or damaged

Sender

Full name

Full address

Telephone

E-mail address

Recipient

Name of recipient or department

Recipient's address

Place

Date

Subject: complaint about the delivery of my order

Dear Sir or Madam,

I am writing about the order below, whose delivery did not go as expected. Please look into my situation and provide the solution set out further down.

Order and delivery

Order number

Order date

Amount paid

Seller or shop

Carrier and tracking number

Delivery date promised

Date received

The problem

- [ ] Parcel arrived late
- [ ] Parcel never received
- [ ] Parcel or product damaged
- [ ] Product not as ordered

What happened, with dates and any exchanges so far

What I am asking for

- [ ] Delivery of my order
- [ ] A refund
- [ ] A replacement product

Reply or solution wanted by

Please reply in writing. The relevant documents are enclosed with this letter: order confirmation, parcel tracking, photographs and earlier correspondence.

Yours faithfully,

Enclosures

Signature

Name in full

How it is sent

- [ ] Registered letter with proof of delivery (or equivalent)
- [ ] Delivered by hand against a signed receipt
- [ ] Other method