

Complaint Letter about Shipping Error

[Your Name]

[Address]

[Letter Date]

[Recipient's Name]

[Address]

[Subject: Subject of Letter] -Optional-

Dear [Recipient's name]

I had ordered a product from your online store i.e. foot massager. One week passed and I did not receive my order. Yesterday I got a phone call from a stranger who told me that my parcel had mistakenly been placed at his door because the address on it was wrong. He was able to contact me with the help of my phone number written on the parcel. I can understand that it was by error. The person was nice and honest enough to have told me about it. I have requested him to contact your company to record this matter so that you may retrieve the package from there and deliver it to me since I have made payment for it. I hope this will be done within a week as my foot ache is worsening and I am in desperate need of the foot massager. Kindly inform me when the parcel is sent. Thank you!

Sincerely,

[Your Name]

[Your Title] -Optional-