

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email]

[Date]

[Customer Service Department]
[Company Name]
[Company Address]

Subject: Formal Grievance Regarding Missing Refund for Order #[Order Number]

Dear Customer Service Team,

I am writing to formally lodge a grievance regarding a missing refund for the following transaction:

- **Order Number:** [Enter Order Number]
- **Transaction Date:** [Enter Date of Purchase]
- **Return Date:** [Enter Date Item was Returned/Cancelled]
- **Refund Amount Due:** [Enter Amount]
- **Refund Reference Number (if applicable):** [Enter Reference Number]

On [Date], I was informed by [Method of Communication, e.g., email/agent name] that a refund had been processed and would appear in my account within [Number] business days. However, more than [Number] days have passed, and the funds have not yet been credited to my [Bank Account/Credit Card].

I have already contacted my financial institution, and they have confirmed that there are no pending credits from your company. I have attached copies of my return receipt and the refund confirmation email for your reference.

I request that you investigate this matter immediately and provide a status update regarding the location of my funds. Please ensure the refund is processed to my original payment method without further delay.

I look forward to your prompt response and a resolution to this matter within [Number] business days.

Sincerely,

[Your Signature]
[Your Printed Name]