[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: REQUEST FOR REFUND ON UNDELIVERED GOODS**

Dear [CONTACT NAME],

In my letter of [DATE] (please see the enclosed copy), I informed you of the non-arrival of the goods that I had ordered from you.

As I have received neither the goods nor your reply to my earlier letter, I am now requesting that you refund the [AMOUNT] remitted with my order[ORDER NUMBER]. I also enclose a copy of my cancelled payment..

I look forward to a prompt refund

Thank you for your immediate action on this matter.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]