[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

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

Dear [CONTACT NAME],

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

Having received neither the merchandise nor a response to my previous letter, I am requesting that you refund the [AMOUNT] remitted with my order[ORDER NUMBER]. I also enclose a copy of my cancelled cheque.

I expect to receive a prompt refund

Thank you for your immediate action on this matter.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]