

Customer claim to retailer

Subject: Claim for Missing Goods in My Order

Dear [Retailer's Customer Support Team],

I placed order #[Order Number] on [date], and the parcel arrived on [delivery date]. However, some of the items I paid for were not included in the package. The missing goods are [list of items].

Kindly process a replacement shipment or issue a refund for the undelivered goods. I am attaching a copy of my invoice and a photo of the package as received.

I look forward to your immediate resolution of this matter.

Sincerely,

[Your Full Name]

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