[Company Name]  
[Address, City, STATE, Zip]  
[Contact]  
[Website]

Subject: [Subject line]

To

[The Recipient]

Dear Harry,

I am writing this letter to you to register my complaint with sheer disappointment. 7-days ago, I sent a package to my friend in Raleigh, NC (mention the city and state you sent the parcel to) on an urgent delivery, and I was told it will reach the destination within 3-working days.

I regret that the parcel has not reached the destination so far. When I called to check on it, I was informed that it has been delivered to the given address whereas my friend never received it. Moreover, when my friend called the courier office in his city, he was told no package with the provided parcel ID has ever made it to their office.

I am unable to understand the situation and it has started to worry me now. I chose urgent delivery because there were some important office files that needed to be delivered urgently. But now they are lost, and I am in deep hot waters because of it.

I request you to look into the matter and resolve my dispute at your earliest by retrieving the documents. All the relevant documents including the invoice and parcel ID are enclosed in this letter.

Sincerely,

XYZ