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

Subject: Query for cash misuse

To

[The Recipient]

Dear Sir,

I am regretful to say that I am much disappointed in your courier services that I so excitedly took. Yesterday, I requested the home delivery of a few goods from Kohl’s located at Westchester Road (mention store’s name and exact location) in NY City (adding the city’s name can prevent any misunderstanding).

I had a late-night party at my place with some friends and going to the store by myself was not possible for me, so I resorted to picking your courier services. Nevertheless, to my sheer displeasure, some goods were missing out of my order list, and moreover, I was billed for them.

I had to undergo a lot of trouble on account of this negligent act of your employees. It is requested to you please keep a check and balance in your company and resolve my issue at your earliest.

My order details are Mike McLellan, order# 123456 (write your complete order number and name). I hope I will not face the same unprofessional response again.

Sincerely,

Mike McLellan