

## Shipping Error Complaint Letter

**This package contains:**

1. Instructions & Checklist for Complaint about a Shipping Error
2. Shipping Error Complaint Letter

## Instructions & Checklist for Shipping Error Complaint Letter

- This package contains (1) Instructions & Checklist for Complaint about a Shipping Error; and (2) Shipping Error Complaint Letter;
- This form is designed to assist you in drafting a letter of complaint when you receive either a faulty delivery or a shipment error.
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
- Be sure to sign the letter and to make a copy before sending it out.
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

November 9, 2010

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Ref: [Account/Invoice Number - if none delete]

Dear [Name of Recipient]:

I am writing in regards to a recent order I received from your company.

Unfortunately, I was shipped the wrong items. It appears that you may have confused my order with that of another customer. While the package I received contained [List Items Received], I ordered the following items: [List Items Ordered]. Therefore, I would like to make arrangements to return this package in exchange for the correct order. Please let me know how best to return the items to you. In addition, since this was your shipping error, I do not expect to be responsible for paying the return shipping cost.

Again, I appreciate doing business with your company and thank you, in advance, for your prompt attention to this matter.

Sincerely,

[Your Name]  
[Title if any or delete if none]