Dear Sir or Madam:

A week ago I ordered a smart TV, a mobile phone and some accessories from your outlet. I was excited when I ordered these items and got your assurance that I would receive them in three days but very disappointed not to receive them yet. I am hoping that you will complete the shipment by tomorrow.

In relation to the specifics of the order, I purchased a Sony smart TV, a Samsung mobile phone, a screen protector, a memory card and a pocket router from your outlet 'Gadget and Goods' on July 18th. I paid using my Visa Credit card. The order number is 8683201 and I am attaching a copy of my receipt.

Since you did not have the specific model of the TV and silver colour mobile phone at your outlet, you agreed to send the items to my home address before 21st July. Unfortunately, seven days have already elapsed and neither did I receive the goods nor did I hear from you.

As a solution, and because I am a regular customer of your store, I am hoping that you will send my products by tomorrow. Otherwise, I would like to cancel my order. I will contact my bank to reverse the credit card payment if I do not hear back from you in regards to this within a day.

Thank you for giving the matter your attention and I hope to hear your reply soon.

Yours faithfully,

Michael Keaton