

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

Customer Service

DHL Express

[Company Address]
[City, State, ZIP Code]

Dear Customer Service Team,

I am writing to formally express my dissatisfaction with the recent delivery experience I encountered with DHL. My tracking number is [Tracking Number], and the package was scheduled for delivery on [Original Delivery Date].

Unfortunately, there were several issues regarding this delivery:

1. ****Delay****: The package arrived [number of days late] days later than the promised date, which disrupted my plans.
2. ****Condition****: Upon receiving the package, I noticed that it was [describe any damage or issues with the package].
3. ****Customer Service****: I attempted to resolve this issue by contacting your customer service on [dates and times you contacted], but I did not receive satisfactory assistance.

As a valued customer, I expect a higher standard of service. I would appreciate your prompt attention to this matter and a response outlining how you plan to address these issues.

Thank you for your immediate attention to my concerns. I look forward to your prompt reply.

Sincerely,

[Your Name]