

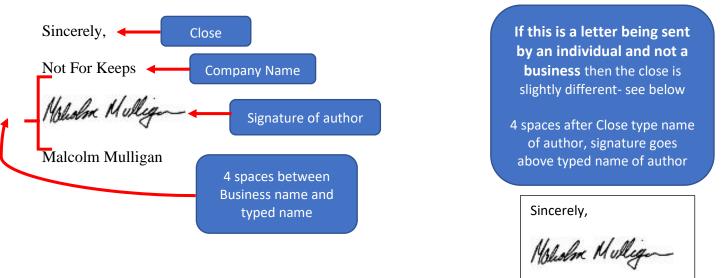
I am contacting you because I have not yet received the toys ordered in Invoice # CA5436. The order was placed four weeks ago and delivery was expected two weeks ago. I have tried to use the tracking tool provided at time of ordering, but the tool cannot find any information regarding the invoice.

Introductory Paragraph: Brief and right to the point of the letter.

I would be pleased to accept a phone call to hear any information regarding the delivery of the shipment. Our business depends upon a ready supply of toys and we like your products and would like to continue doing business with you. We can be reached at the following phone number between the hours of 8 and 4 Atlantic time: 1-506-472-1234. Alternatively, we can be reached via email at the email address on the letterhead. If there is any further information you require from me I would be pleased to provide it.

Body Paragraph(s): additional information if needed.

I look forward to a contact to resolve this issue.



Malcolm Mulligan