

Bob,

7/28/94

Please review with repairmen.

Guns that are returned to us with safety concerns need to be handled as economically as possible to the customer in order to avoid having to return their guns in an unsafe condition.

When repairmen find significant problems with the customer's gun after Product Service has looked at it and the price of the repair needs to be adjusted, we request that the repairman consult with us prior to invoicing the customer.

Read customer's letter

Resolution to Repair: Do work at N/C because we have already done the work.

• Write customer and explain why his gun was repaired (N/C) and ~~returned~~ Return.

• Special pricing may have to be adjusted in the office so that cost to the customer doesn't become accumulative i.e.; clean, test, MSP etc.

PS; I'll write the customer and change to N/C the Repair attached. *Bob*