

Remington.

20 October 2004

James H. Keener
65 Mel Keener Road
Highlands, NC 28741

RE: Model 700 Concern

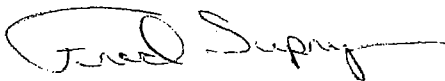
Dear Mr. & Mrs. Keener,

We were certainly sorry to learn of the unfortunate incident that you experienced while sighting-in your Model 700 rifle. The property damage is regrettable; however, we were glad to hear that you were not injured.

As we discussed, I have enclosed an ARS label for you to return the rifle to my attention for examination. Please include a copy of the repair estimate and a copy of the photographs of the damage. Also, include a note inside the shipping box with your name, address, telephone number, a brief description of the incident, and any other information that will help us rectify this unfortunate incident. The note inside is important as sometimes the outside label gets damaged in shipment and we want to be sure that the rifle is logged in correctly.

We apologize for the inconvenience, but look forward to working with you to reach a mutually acceptable conclusion to this incident.

Sincerely,



Fred Supry
Manager
Product Service and Law Enforcement Training
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