

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: CARLTON P. NEWMAN

Company: _____

Street: 750 US HWY 89 South, Lot 7

City: Gardiner

State: MT

ZIP Code: 59030

REF #: _____

A.R.S.

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ATTN: FRED SUPRY

REMINGTON ARMS

14 HOEFLER AVE

ILION

NY 13357



UPS 2nd Day Air®

2

TRACKING NUMBER



1Z E13 390 38 5000 1143

UPS Authorized Return Service™

01118612

207W



2nd Day Air A.R.S. Tracking Number

1Z E13 390 38 5000 1143

REF #/DATE

Remington Arms Company, Inc.

Sporting Arms – Ammunition – Targets – Traps

Ilion, NY 13357

14 November 2002

Carlton P. Newman
750 US HWY 89 South, Lot 7
Gardiner, MT 59030

RE: Property Damage concern

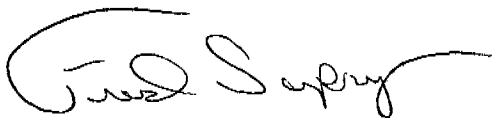
Dear Mr. Newman,

The letter from Patrick Quinn was forward to my office for review. We were sorry to learn of the unfortunate incident that you experienced. We will take in consideration your request for reimbursement.

In order to consider your request we would like to examine the rifle at our firearms factory in Ilion, NY. Once we have completed the examination we would contact you with our findings and discuss a mutually satisfactory settlement to your concern. I have enclosed an ARS label for you to use to return the firearm to my attention. By using the ARS label, it will not cost you to ship the rifle to Remington.

Although we will not be able to complete this in the 10 days that you requested we will expedite all aspects of the procedure. I am sure that we can work together to settle your concern. If you have any questions please feel free to contact me.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606
fred.supry@remington.com

Visit our web site: www.remington.com

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