



01 February 2005

Allen Thrasher
30375 211th Street
Easton, KS 66020

RE: Model 700 Concern

Dear Mr. & Mrs. Thrasher,

We were sorry to learn of the unfortunate incident that you experienced. We are certainly glad that the results were limited to property damage and that no one was injured. As we understand it, you experienced an accidental discharge with your bolt lock style Model 700 rifle. We have agreed to wave the normal \$20 charge to remove the bolt lock style trigger assembly. We will examine the rifle prior to making any repairs to try to determine the cause of the incident that you experienced.

We have also asked that you provide us with photographs of the damage and a repair estimate for our records. I have enclosed an ARS label and shipping box for you to return the rifle to my attention. Please include a copy of this letter inside the shipping box. The letter inside the box is important as sometimes the outside label gets damaged and we want to be sure the rifle is logged in correctly.

It was a pleasure speaking with each of you this morning. If you have any further questions please feel free to contact me directly.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Fred Supry'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Fred Supry
Manager
Product Service and Law Enforcement Training
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Ilion, NY 13357

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