

Remington Arms Co., Inc.
Product Service
Legal Case #:6695

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246583	11/10/2011	10/17/2011	1/12/2012	10/13/2011	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Renee	McLure	3285 Canyon Dr Unit 64	Billings	MT	59102		H 406-671-4396

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in truck	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

10/17/11: Customer called in. She stated that on 10/13/11 she had rifle laying down on their truck & took the safety off - the gun fired into their truck & did damage. They have the rifle at a gunsmith now & will go & pick it up so that it can come into us. She asked that we pay for the gun repair & the damage to their truck. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27011	G6434315	EY	10/26/2004 4:51:53 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/1/2004	MT SPORTS, LLC		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA @ n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$46	1/12/2012

10/17/11: Mailing ARS, letter, forms. df 11/9/11: Customer sent in a letter along with my paperwork to Madison office. She restated what happened & at the end of the letter she stated that she expects us to pay for the truck damage, included an estimate from a auto body shop & copied an attorney named Rick Ramler in Belgrade, MT. Rifle is sched. for delivery on 11/10/11. Copy of letter sent to Derek Watkins as FYI & I spoke w/Danny Evans. df 11/16/11: Under review per Derek W. & Danny E. df 12/12/11: Customer called & left VM. I spoke w/Derek Watkins. He said that he would speak w/Dale Wills this afternoon. He asked me not to contact her. df 1/12/12: Derek Watkins called. He stated to replace TA, clean & test fire & n/c. Dale Wills office handled the truck damage. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 270 WIN
	Date Code		EY
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

24"
EY 10/0
4#
-0/0

6695

COPY

October 18, 2011

Renee McLure
3285 Canyon Dr.
Unit 64
Billings, MT 59102
Phone: 406-671-4396

Ref: # 6695, Model 700, Serial # G6434315

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination, a form and service request.

Please include a copy of this letter, form, and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

Serial Number:

G6434315

Model: 700



RE00246583

RECEIVED
NOV 14 2011

BY: _____

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>G 6434315</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>RENEE McLURE</u>		Date of Purchase: <u>Dec. 2004</u>	
Address (no PO Boxes): <u>3285 Canyon Drive - Unit 64</u>			
City: <u>Billings</u>		State: <u>MT</u>	Zip: <u>59105</u>
Phone (Daytime): <u>406-671-4396</u>		Fax: <u>NONE</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SHROOM@BRESNAN.NET</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>ON OCTOBER 13, 2011, MY RIFLE DISCHARGED WHEN I MOVED THE SAFETY TO THE FIRE POSITION. THE RIFLE WAS LYING ON ITS RIFLE POSE IN THE BACK OF OUR TOYOTA PICKUP. I USED MY RIGHT THUMB TO MOVE SAFETY TO THE FIRE POSITION. THE RIFLE DISCHARGED ON ITS OWN</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>270</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GRAIN</u>			
Handload Information:			
Powder Used: <u>NA</u>		Powder Weight: <u>NA</u>	
Case/Hull Used: <u>NA</u>		Primer Used: <u>NA</u>	
Bullet Type/Shot Size: <u>NA</u>		Reloader Used: <u>NA</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Remington Lubricants & Cleaning Products</u>	
1.	How often do you clean the bore? (Months or Number of rounds) <u>signing in each hunting season; after each use; not after hunting season.</u>
2.	How often do you clean the action? (Months or Number of rounds) <u>same as above</u>
3.	How often do you clean the trigger assembly? (Months or Number of rounds) <u>before and after each hunting season</u>
Brand of lubricant used: <u>Remington Lubricants & Cleaning Products</u>	
	How often do you lubricate the bore? (Months or Number of rounds) <u>same as above #1</u>
	How often do you lubricate the action? (Months or Number of rounds) <u>same as above #2</u>
	How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>same as above #3</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NA</u>	
What were the services performed? <u>NA</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00001184	Serial Number / Description G6434315 Model 700 RIFLE Caliber: 270	Date of Request: 10/17/2011 Date Printed: 10/17/2011
Customer: RENEE MCLURE 3285 CANYON DR UNIT 64 BILLINGS, MT 59102 US Email:		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service# 6695

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

3285 Canyon Drive - Unit 64
Billings, Montana 59102
November 3, 2011

Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
P O Box 700
Madison, North Carolina 27025-0700

RE: Ref: #6695, Model 700, Serial #G6434315

Dear Mr. Fulcher:

On October 13, 2011, my husband and I went to sight in our rifles for the upcoming hunting season. After setting up the targets, I placed my Remington, Model 700, 270 rifle on top of my rifle case which was lying in the bed of our Toyota Tundra pickup. I then put three bullets in the rifle, one in the chamber. While the rifle was still lying flat in the back of the Toyota, using my right thumb I moved the safety to the fire position and the rifle discharged. I was not holding the rifle and my finger was not near the trigger.

The bullet entered the left rear wheel well. The bullet fragmented with part of it coming out the left side of the pickup bed. Other fragments came out between the pickup bed and then entered the cab. There was also damage to the fuel filler neck and vacuum line on the emissions system. I am enclosing photos of the damage to our Toyota along with an estimate from Hank's Auto Body Shop.

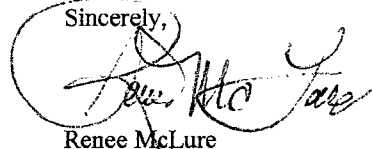
My rifle has been shipped along with your letter, form, and service request to: Product Service, Arms Services, 14 Hoefler Avenue, Ilion, New York.

I expect Remington to cover the cost of the damage to our Toyota since my rifle malfunctioned.

Your immediate attention to this matter will be greatly appreciated.

My phone number is (406) 671-4396 or our email address is: shroom@bresnan.net.

Sincerely,

A handwritten signature in cursive script, appearing to read "Renee McLure", is written over a circular stamp that is partially visible on the left.

Renee McLure

Enclosures

CC: Rick Ramler, Attorney
Ramler Law Office, P. C.
202 West Madison Avenue
Belgrade, Montana 59714-3095

HANKS BODY SHOP INC
1845 LAMPMAN DR
BILLINGS, MT 59102
PHONE: 406-652-1440 FAX: 406-652-8686 EMAIL: HANKS@HANKSBODY.COM
TAX ID# 81-0381347

*** PRELIMINARY ESTIMATE ***

10/13/2011 02:29 PM

Owner

Owner: DAVID McLURE
Address: 3285 CANYON DR. #64
City State Zip: BILLINGS,

Work/Day: (406)671-9627
FAX:

Inspection

Inspection Date: 10/13/2011 02:30 PM

Inspection Type:

Appraiser Name: HERB GABEL
Email: hanks@hanksbody.com

Appraiser License # :

Repairer

Repairer: HANKS BODY SHOP
Address: 1845 LAMPMAN DR.

City State Zip: Billings, MT 59102
Email: HANKS@HANKSBODY.COM

Contact:
Work/Day: (406)652-1440
Work/Day: (406)652-1441
Work/Day:

Vehicle

2008 Toyota Tundra SR5 5.7 V8 4 DR Crew Cab Long Bed
8cyl Gasoline 5.7
6-Speed Automatic

Lic.Plate:
Lic Expire:
Prod Date: 02/2008
Veh Insp# :
Condition: Good
Ext. Color: GREY MET.
Ext. Refinish: Two-Stage

Lic State: MT
VIN: 5TFCV54118X006858
Mileage:
Mileage Type: Actual
Code: Y8234B
Int. Color:
Int. Refinish: Two-Stage

Options

4-Wheel Drive	AM/FM In-dash CD Changer	Air Conditioning
Alarm System	Anti-lock Brakes	Bucket Seats
Camper/Towing Package	Center Console	Chrome Step Bumper
Cruise Control	Dual Airbags	Dual Zone Auto A/C
Halogen Headlights	Head Airbags	Heated Power Mirrors
Intermittent Wipers	Keyless Entry System	Lighted Entry System
Limited Slip Differential	MP3 Player	Mud/Splash Guards
Overhead Console	Power Brakes	Power Door Locks
Power Drivers Seat	Power Rear Window	Power Steering
Power Windows	Privacy Glass	Rear Bench Seat
Side Airbags	Skid Plates	Styled Steel Wheels
Tachometer	Tilt Steering Wheel	Tinted Glass

Tire Pressure Monitor
Velour/Cloth Seats

Traction Control System

Trailer Hitch

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	I	321		Pnl,Cab Side Outer LT High Strength Steel	Repair				3.5*	SM
2	L	321		Pnl,Cab Side Outer LT	Refinish 1.0 Surface 0.2 Two-stage				1.2	RF
3	RI	244		Panel,Cab Trim LT	R & I Assembly				0.6	SM
4	RI	358		Panel,Cab Trim LT	R & I Assembly				INC	SM
5	RI	355		Frame,Rear Seat LT	R & I Assembly				1.2	SM
6	BR	287	13	Door Shell,Rear LT High Strength Steel	Blend Refinish 1.0 Blend 0.6 Two-stage setup 0.5 Two-stage				2.1	RF
7	RI	1357		W/Strip,Belt Outer LT	R & I Assembly				0.2	SM
8	RI	348		Handle,RR Door Outer LT	R & I Assembly				0.6	SM
9	I	435		Panel,Bedside Outer LT	Repair				6.0*	SM
10	L	435		Panel,Bedside Outer LT	Refinish 2.5 Surface 0.5 Two-stage				3.0	RF
11	N	975		Bed Assembly,Set Back	Additional Labor				2.0	SM
12	RI	342		Mldg,Bedside Pnl Lwr L/F	R & I Assembly				0.2	SM
13	L	441		Pillar,Bedside Front LT	Refinish 0.5 Surface 0.1 Two-stage				0.6	RF
14	RI	1091		Rail,Side Inner Upper LT	R & I Assembly				0.2	SM
15	E	1468		Guard,Stone LT	662460C020	\$35.17			0.6	SM
16	RI	419		Guard,Mud LT	R & I Assembly				0.2	SM
17	E	513		Neck,Fuel Filler	772010C080	\$195.84*			0.2	SM
18	E	1128		Hose,Fuel Tank	772130C080	\$38.99			1.8*	SM
19	RI	533		Taillamp Assembly LT	R & I Assembly				0.3	SM
20	RI	565		Bumper Assembly,Rear	R & I Assembly				1.5	SM
21	SB			Hazardous Waste Removal	Sublet Repair	\$10.00*				SM
22	L			FEATHER/PRIME&BLOCK	Refinish				0.5*	RF*
23	EC			Corrosion Protection	Replace Economy	\$15.00*			0.2*	SM
24	EC			Cover Car Exterior	Replace Economy	\$10.00*			0.2*	SM
25	I			LT INNER BOX	Repair				1.0*	SM*
26	SB			RHINO LINER	Sublet Repair	\$150.00*				SM*
27	RI			TOOL BOX	R & I Assembly				1.0*	SM*
28	E			LT CAB ROCKGUARD	Replace OEM	\$6.00*			0.2*	SM*
29	I			LT CAB LOCK PILLAR	Repair				1.0*	SM*
30	L			LT LOCK PILLAR	Refinish				1.0*	RF*

30 Items

MC Message

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts	\$276.00	
Other Parts	\$25.00	
Paint Materials	\$336.00	
Parts & Material Total		\$637.00

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$60.00	9.2	13.5	22.7	\$1,362.00
Mech/Elec (ME)	\$67.00				
Frame (FR)	\$67.00				
Refinish (RF)	\$60.00	8.4		8.4	\$504.00
Paint Materials	\$40.00				
Labor Total				31.1 Hours	\$1,866.00
Sublet Repairs					\$160.00
Gross Total					\$2,663.00
Net Total					\$2,663.00

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 59102 Default
Recycled Parts No

Audatex Estimating 6.0.726 ES 11/02/2011 03:23 PM REL 6.0.726 DT 09/01/2011 DB 11/01/2011
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1.9 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

FED TAX ID: 81-0381347

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Rebld	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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October 18, 2011

Renee McLure
3285 Canyon Dr.
Unit 64
Billings, MT 59102
Phone: 406-671-4396

Ref: # 6695, Model 700, Serial # G6434315

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination, a form and service request.

Please include a copy of this letter, form, and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>G 6434315</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>RENEE McLURE</u>		Date of Purchase: <u>Dec 2004</u>	
Address (no PO Boxes): <u>3285 Canyon Drive - Unit 64</u>			
City: <u>Billings</u>		State: <u>MT</u>	Zip: <u>59105</u>
Phone (Daytime): <u>406-671-4396</u>		Fax: <u>NONE</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SHROOM@BRESNAN.NET</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>ON OCTOBER 13, 2011, MY RIFLE DISCHARGED WHEN I MOVED THE SAFETY TO THE FIRE POSITION. THE RIFLE WAS LYING ON ITS RIFLE POSE IN THE BACK OF OUR TOYOTA PICKUP. I USED MY RIGHT THUMB TO MOVE SAFETY TO THE FIRE POSITION. THE RIFLE DISCHARGED ON ITS OWN</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>270</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GRAIN</u>			
Handload Information:			
Powder Used: <u>NA</u>		Powder Weight: <u>NA</u>	
Case/Hull Used: <u>NA</u>		Primer Used: <u>NA</u>	
Bullet Type/Shot Size: <u>NA</u>		Reloader Used: <u>NA</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Remington Lubricants & Cleaning Products</u>	
1.	How often do you clean the bore? (Months or Number of rounds) <u>Signifying in each hunting season; after each use; not after hunting season.</u>
2.	How often do you clean the action? (Months or Number of rounds) <u>SAME AS ABOVE</u>
3.	How often do you clean the trigger assembly? (Months or Number of rounds) <u>Before AND AFTER EACH hunting season</u>
Brand of lubricant used: <u>Remington Lubricants & Cleaning Products</u>	
	How often do you lubricate the bore? (Months or Number of rounds) <u>SAME AS ABOVE #1</u>
	How often do you lubricate the action? (Months or Number of rounds) <u>SAME AS ABOVE #2</u>
	How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>SAME AS ABOVE #3</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NA</u>	
What were the services performed? <u>NA</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

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:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

ARS LABEL REQUEST FORM

DATE: 10/17/2011	Service Request # SR00001184
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address: BRING LABEL TO ME	

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

RENEE MCLURE
3285 CANYON DR
UNIT 64
SR00001184
BILLINGS, MT 59102 US
Email:

RETURN ITEM TO:

ILN

Arms Services



ATTN: Product Service

4XX596 OCT 18, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065388508
REF 1:SR00001184
REF 2:
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.53 PUB+HANDLING 11.53

