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				-	ton Arm	s Co., Inc. rvice						
					al Case #							
Case Informatio	n											
RE# 295421	Date Oper 1/8/201		Date Opene 12/27/20			C <b>losed</b> /2013	Incide 12/26	nt Date /2012	Pre	Lit	Lit	Obsolete
Customer Inform	nation											
Type Busi	ness Fir	st Name	Last Name	Street	t	City	State	Zip	Age		Cont	-
Incident		Tim	Mullins	18055 Love	ers Ln	Gordonsvi	lle VA	22942	2			32-2330 colpipe.com
Incident Informa Claims				Codes			Repai	r Est. 🗎	Medical T	reatn	ient M	ledical Statu
PI	_						-					
PD Shot throug	h house C	Cause:4038	Could Not D	uplicate Con	cern							
s C	С	Concern:102	25 Unexplained Position	Discharge -	No Ment	ion of Safety	/		Unkr	own		
loaded 3 rounds ejected the round out the firing pin back. He is goin Firearm Information	d, cycled a n was not s ng to have t	nother and tuck out. T	it fired when clo he box that the	osing the bol rifle was in h	t on the r	ound. It sho	t through h	is broth	er's house	. Whe	n he pu	lled the bolt
Mfg.	ation	Туре		м	iodel/Ga	1	SK	1	Serial	Bbl.		DOM
Remington		CF/BA			0/243 WI		2709	-	RR39187A			2012 1:40:02 PM
Date Purchased	W	here Purc	hased	A	ccessorie	S	Origi Own					• • •
	WAL-M	IART SUPI 1486	ERCENTER	SCOPE,RI	NGS,TW BASE	O PIECE	Y					
CONCERN: FB	IC						· · · · · ·	-				······································
Ammunition Inf Other Products I Settlement												
outionion				Remin	ngton/700	)/CF/BA						
Settlem	ient	Rele	ase of Claims		lease Da		eimbursen	nent	Cash Settlemer		eim. D APV	ate Cash Date AP
Can replace TP/ restore con		o										
		Repai	r/Replacement Cost	Repair	/Replace Date	ement						
12/27/12 Emaili would not refun				ige for Mulli		nspection inf		lace TP	A and test	to res	itore co	nfidence but
Examination[Re	emington/C	F/BA]										
Part	<u> </u>	ç,	ıb-Part	<u> </u>		Code			1	<u> </u>	mmen	+
	Exam					0.000			B.TRAV			
		Dete							D. IKA V			

	Examiner		<b>B.TRAVIS</b>
	Exam Date		1/9/2013
Examination	Product Type		RF
	Action Type		Α
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		WG

1/18/2013

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	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
_	Notch Condition	Select	
······································	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Like new; Functioning	
Receiver	Bulged	False	
C - Coto	Description		XMP SAFETY
Safety	Function	Like new; Functioning	
	Lift	Select	.011
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	5#
Trigger	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

1/18/2013

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295421       1/8/2013       12/27/2012       12/26/2012         Customer Information       Type       Business       First Name       Last Name       Street       City       State       Zip       Age       Contact         Incident       Tim       Mullins       18055 Lovers Ln       Gordonsville       VA       22942       H 540-832-2330         Incident       Tim       Mullins       18055 Lovers Ln       Gordonsville       VA       22942       E timulins@colpipe.ce         Incident Information       Claims       Codes       Repair Est.       Medical Treatment       Medical S         PD       Shot through house       Cause:4038       Could Not Duplicate Concern       Oncern:1025       Unexplained Discharge - No Mention of Safety       Unknown         C       Concern: 1025       Unexplained Discharge - No Mention of Safety       Unknown       Sonderd a round and shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle ejected the round, cycled another and it fired when closing the bolt on the round. It shot through his brother's house. When he pulled the to at the firing pin was not stuck out. The box that the rifle was in had a sticker labeled "Display" on it. His daughter does not want this rifle back. He is going to have to repair his brother's wall.cm         Firearm Information       Mfg.       Type       Model/Ga.       SKU       Serial					Р	igton Arms Product Ser	rvice						
RE#         Date Opened         Date Opened(PS)         Date Closed         Incident Date         Pre Lit         Lit         Obsolve           295421         1/8/2013         12/27/2012         12/26/2012         12/26/2012         12/26/2012           Customer Information         Tim         Multins         18055 Lovers Ln         Gordonsville         VA         22942         H 540-832-2330           Incident         Tim         Multins         18055 Lovers Ln         Gordonsville         VA         22942         H 540-832-2330           Incident Information         Claims         Codes         Repair Est.         Medical Treatment Medical S           PI         PD Shot through house         Cause:4038         Could Not Duplicate Concern         Unknown           Concern: 1025         Unexplained Discharge - No Mention of Safety         Unknown         Unknown           C         Concern: 1025         Unexplained Discharge - No Mention of Safety         Unknown           C         Concern: 1025         Position         Unknown           C         Concern: 1025         Unexplained the fifte down and they looked at the target then he grabbed the fifte eyot hous bot through his bot three's house. When he pulled the fifte own and they looked at the target then he grabbed the fifte eyot bot through his bot there's house. When he pulled the fifte down and shot thero	Case Infor	mation				gai Case #							
Type       Business       First Name       Last Name       Street       City       State       Zip       Age       Contact         Incident       Tim       Mullins       18055 Lovers Ln       Gordonsville       VA       22942       H 540-832-2330 E timullins@colpipe.ce         Incident Information       Claims       Codes       Repair Est.       Medical Treatment Medical S         PI PD Shot through house S       Cause:4038       Could Not Duplicate Concern       Unexplained Discharge - No Mention of Safety       Unknown         C       Concern: 1025       Unexplained Discharge - No Mention of Safety       Unknown         C       Concern: 1025       Unexplained Discharge - No Mention of Safety       Unknown         C       Concern: 1025       Unexplained Discharge - No Mention of Safety       Unknown         C       Concern: 1025       Unexplained Discharge - No Mention of Safety       Unknown         C       Unexplained Discharge - No Mention of Safety       Unknown         C       Unexplained Discharge - No Mention of Safety       Unknown         C       Unexplained Discharge - No Mention of Safety       Unknown         C       Eigenet due to to und a shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle at the fifte down and they looked at the target then he grabbed the rifle	<b>RE</b> # 295421	Date ( 1/8/	•	-		Date	Closed			Pro	: Lit	Lit	Obsolete
Incident Tim Mullins 18055 Lovers Ln Gordonsville VA 22942 H540-832-2330 E tmullins@colpipe.ce Incident Information Claims Codes Repair Est. Medical Treatment Medical S Pl DD Shot through house Cause:4038 Could Not Duplicate Concern S Codes Repair Est. Medical Treatment Medical S Pl D Shot through house Cause:4038 Could Not Duplicate Concern Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown C Concern: 1025 Unexplained Discharge - No Mention of Safety Unknown Firearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 700/243 WIN 27092 RR39187A WG 8/24/2012 1:44 PM Date Where Purchased Accessories Original Owner WAL-MART SUPERCENTER SCOPE,RINGS,TWO PIECE Y Lass BASE Y CONCERN: FBC Ammunition Information - None Defined Other Products Information - None Defined Settlement Relates of Claims Relates a Date Cash Reim. Date Cash			First Name	Last Name	Stre	et	City	State	7.in	Age		Cont	aet
Claims       Codes       Repair Est. Medical Treatment Medical S         PI       PD Shot through house       Cause:4038       Could Not Duplicate Concern       Unknown         S       Concern: 1025       Unexplained Discharge - No Mention of Safety       Unknown         C       12/27/12 Per call from Mullins, he bought a new 700 youth model for his daughter for Christmas. They took it out to fire it yesterday and loaded 3 rounds. He chambered a round and shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle does not want this rifle back. He is going to have to repair his brother's wall.cm         Firearm Information       Mfg.       Type       Model/Ga.       SKU       Scrial       Bbl.       DOM         Remington       CF/BA       700/243 WIN       27092       RR39187A WG       8/24/2012 1:4         PM       Date       Where Purchased       Accessories       Original Owner         VAL-MART SUPERCENTER       SCOPE,RINGS,TWO PIECE       Y         Idade       BASE       Y         CONCERN: FBC       Ammunition Information - None Defined         Cotter reducts Information - None Defined       Remington/700/CF/BA       Cash       Reim. Date Cash	••	<b>D</b> Gornello					•		•	Ū		<b>540-8</b> 3	2-2330
PI PD Shot through house S Cause:4038 Could Not Duplicate Concern Unexplained Discharge - No Mention of Safety C Unknown C Discharge - No Mention of Safety C Discharge - No Mention - None Defined C Discharge - No Mention - None Defined C Discharge - No Model/Ga. S KU Serial Bbl. DOM 8/24/2012 1:4 PM Date Purchased Mere Purchased Accessories Original C OWNer VAL-MART SUPERCENTER SCOPE,RINGS,TWO PIECE 1486 BASE Y CONCERN: FBC Ammunition Information - None Defined Other Products Information - None Defined C CONCERN: FBC Ammunition Information - None Defined Settlement Bakase of Claims Balanse Data Painsbursement Cash Reim. Date Cash	Incident In	formation											
PD Shot through house S Cause:4038 Could Not Duplicate Concern Concern: 1025 Unexplained Discharge - No Mention of Safety C Unknown 12/27/12 Per call from Mullins, he bought a new 700 youth model for his daughter for Christmas. They took it out to fire it yesterday and loaded 3 rounds. He chambered a round and shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle e ejected the round, cycled another and it fired when closing the bolt on the round. It shot through his brother's house. When he pulled the to out the firing pin was not stuck out. The box that the rifle was in had a sticker labeled "Display" on it. His daughter does not want this rifle back. He is going to have to repair his brother's wall.cm Firearm Information Mfg. Type Model/Ga. SKU Scrial Bbl. DOM Remington CF/BA 700/243 WIN 27092 RR39187A WG <sup>8/24/2012 1:44</sup> PM Date Purchased Accessories Original Owner WAL-MART SUPERCENTER SCOPE,RINGS,1 WO PIECE Y CONCERN: FBC Ammunition Information - None Defined Other Products Information - None Defined Other Products Information - None Defined Settlement Relates of Claims Palence Data Painburgamant Cash Reim. Date Cash		laims			Codes			Repair	Est. N	Medical T	reatm	ent M	edical Statu
loaded 3 rounds. He chambered a round and shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle a ejected the round, cycled another and it fired when closing the bolt on the round. It shot through his brother's house. When he pulled the to out the firing pin was not stuck out. The box that the rifle was in had a sticker labeled "Display" on it. His daughter does not want this rifl back. He is going to have to repair his brother's wall.cm Firearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 700/243 WIN 27092 RR39187A WG <sup>8/24/2012 1:44</sup> PM Date Where Purchased Accessories Original Owner WAL-MART SUPERCENTER SCOPE,RINGS,TWO PIECE Y 1486 BASE Y CONCERN: FBC Ammunition Information - None Defined Other Products Information - None Defined Settlement Relaxe of Claims Relaxe of Claims Relaxed Data Data Reim. Date Cash	PD Shot tl S	hrough hous	e Cause:4038 Concern:102	, Unexplaine	Duplicate Co d Discharge	ncern - No Ment	tion of Safety			Unkr	10WN		
Remington       CF/BA       700/243 WIN       27092       RR39187A WG       8/24/2012 1:4/PM         Date Purchased       Where Purchased       Accessories       Original Owner         WAL-MART SUPERCENTER 1486       SCOPE,RINGS,TWO PIECE BASE       Y         CONCERN: FBC       Y         Ammunition Information - None Defined Other Products Information - None Defined Settlement       Remington/700/CF/BA         Remington/700/CF/BA       Settlement       Cash	back. He is Firearm In	s going to ha	we to repair his		.cm								
Date Purchased     Where Purchased     Accessories     Original Owner       WAL-MART SUPERCENTER 1486     SCOPE,RINGS,TWO PIECE BASE     Y       CONCERN: FBC												8/24/2	
Purchased       Accessories       Owner         WAL-MART SUPERCENTER       SCOPE,RINGS,TWO PIECE       Y         1486       BASE       Y         CONCERN: FBC       Y         Ammunition Information - None Defined       Other Products Information - None Defined         Settlement       Remington/700/CF/BA         Settlement       Cash         Reim. Date       Cash	-		Cr/Bh	L	~	00/243 WI	UN		-	CC3710//	1 40		РМ
1486 BASE Y CONCERN: FBC Ammunition Information - None Defined Other Products Information - None Defined Settlement Remington/700/CF/BA Settlement Remington/700/CF/BA			Where Purc	hased	A	Accessorie	es						
Ammunition Information - None Defined Other Products Information - None Defined Settlement Remington/700/CF/BA Settlement Belease of Claims Balacea Date Daimbursement Cash Reim. Date Cash		WA		ERCENTER	SCOPE,R		VO PIECE	Y					
Other Products Information - None Defined Settlement Remington/700/CF/BA Settlement Release of Claims Release Date Daimbursement Cash Reim. Date Cash	CONCERI	N: FBC											
Sattlament Balasse of Claims Balasse Date Deimbursement Cash Reim. Date Cash	Other Prod	lucts Inform					2000 VIII						
Nattiament Release of Jaims Release Date Reimbursement					Rem	ington/700	)/CF/BA						
Student ALY A	Settleme	nt Re	lease of Claim	15	Release Da	ate	Reimburse	ement					Cash Date APV
Repair/Replacement Cost Repair/Replacement Date		Repair	r/Replacement	t Cost Repa	ir/Replacem	ent Date							
12/27/12 Emailing ARS.cm 1/11/13 Left voice message for Mullins with inspection info. Can replace TPA and test to restore confidence would not refund or replace as there are not defects found and could not duplicate incident.cm									ace TP	A and tes	to res	tore con	nfidence but

#### Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/9/2013
Examination	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		WG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=8401&Type=Case

1/11/2013

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l.	Fired while Obstructed		<b></b>
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Like new; Functioning	
Receiver	Bulged	False	
Safety	Description		XMP SAFETY
Salety	Function	Like new; Functioning	
	Lift	Select	.011
Sear	Notch	Like new; Functioning	
·		Test Fired	False
Feeding Test		False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	5#
THEBEI	Altered	False	
	Sub-Assembly	X-Mark Pro	

### **Service Request**

# Remington Service PO Box 700

Madison, NC 27025-0700



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

www.Remington.com

W68/1 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.

iervice Request Number SR00039619	Serial Number / Description / RR39187A		Date of Date	-	2/27/2012 2/27/2012
Customer: TIM MULLINS 18055 LOVERS LN	Model 700 RIFLE Caliber: 243	8901	ination: Arms Services 14 Hoefler Ave		
GORDONSVILLE, V	A 22942 US		Ilion, NY 13357 US		
Email: tmullins@colpip			Email:		
'our request far service on th sturned. If not, you will be a	: item(s) will be evaluated by our repairman mineted with an estimate before work is pe	t to determine if it is covered un formed.	nder our warranty policy. If it is	yout fi <b>rce</b> rm wi	ll be repaired and
Reason For Return 1123 - FORWARD TO	PRODUCT SERVICE FOR INSPECT	10N			
Service Request Section Prod Serv #8401				· · · · · · · · · · · · · · · · · · ·	
Parts And Service Detail Taterial Type RR3918	Description	Qty Needed	Warranty	Price ]	Dise Amount
Model: 70(			DECE: L jan 1 (	[VE] ) 2013	
REØ	0295421		ВҮ:		-
				-	
	This is a pre-estimate to repair, recondition, reation with our representative.	or replace the item(s)		Total: Sales Tax:	. 00 . 00
5					

ST# 1486 OP# 00007107 TE# 77 TR# 04362

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BACKGRND CHK 0605388735475 2.00 H CSM 00008450 JONATHAN AND 72 RIFLE 0047700270925 417.00 AD SUBTOTAL 419.00 UNIQUE NUM CASH TEND 350.00 SALES TAX 1 20.85 TOTAL 439.85 UNIQUE NUM DEBIT TEND 89.85 CHANGE DUE 0.00 EFT DEBIT PAY FROM PRIMARY 89.85 TOTAL PURCHASE \*\*\*\* \*\*\*\* \*\*\*\* 9514 5 ACCOUNT # EXPIRATION DATE 1411 REF # 234000753463 NETWORK ID. 0056 APPR CODE 538167 TERMINAL # 08010427 12/05/12 13:19:09

> TC# 2679 4812 4423 1605 5389 2 12/05/12 13:19:12

#### Remington Arms Co., Inc. Product Service Legal Case #:8401

mation									
Date Op	pened Date Opened(PS) Date Closed 12/27/2012			Incident Date 12/26/2012		Pre Lit Lit Ob		Obsolete	
Informati	on								
Business	First Name	Last Name	Street	City	State	Zip	Age	Cor	itact
	Tim	Mullins	18055 Lovers Ln	Gordonsville	VA	22942			32-2330 colpipe.com
formation	n								
aims			Codes		•				Medical Status
hrough		Unexpla	ined Discharge - No	o Mention of			Unknow	n	
1	Date Op Informati Business formation	Date Opened Information Business First Name Tim formation hrough Cause:40?	Date Opened Date Opened 12/27/201: Information Business First Name Last Name Tim Mullins formation tims hrough Cause:4079 Other - U	Date Opened     Date Opened(PS)     Date Opened(PS)       12/27/2012       Information       Business First Name     Last Name     Street       Tim     Mullins     18055 Lovers Ln       aformation       ims     Codes	Date Opened       Date Opened(PS)       Date Closed       In         12/27/2012       1         Information         Business       First Name       Last Name       Street       City         Tim       Mullins       18055 Lovers Ln       Gordonsville         offormation       Codes         hrough       Cause:4079       Other - Unexamined         Concern: 1025       Unexplained Discharge - No Mention of	Date Opened     Date Opened(PS)     Date Closed     Incident       12/27/2012     12/26/2       Information       Business     First Name     Last Name     Street     City     State       Tim     Mullins     18055 Lovers Ln     Gordonsville     VA       iformation     Codes     Reparent       through     Cause:4079     Other - Unexamined       Concern: 1025     Unexplained Discharge - No Mention of	Date Opened     Date Opened(PS)     Date Closed     Incident Date       12/27/2012     12/26/2012       Information       Business     First Name     Last Name     Street     City     State     Zip       Tim     Mullins     18055 Lovers Ln     Gordonsville     VA     22942       iformation     Image: Codes     Repair       through     Cause:4079     Other - Unexamined       Concern: 1025     Unexplained Discharge - No Mention of	Date Opened     Date Opened(PS)     Date Closed     Incident Date     Pre Lit       12/27/2012     12/26/2012     12/26/2012       Information     Business     First Name     Last Name     Street     City     State     Zip     Age       Tim     Mullins     18055 Lovers Ln     Gordonsville     VA     22942     H       tformation     E tm       information     Codes     Repair     Medical       through     Cause:4079     Other - Unexamined     Treatment       Concern: 1025     Unexplained Discharge - No Mention of     Unknown	Date Opened     Date Opened(PS)     Date Closed     Incident Date     Pre Lit     Lit       12/27/2012     12/26/2012       Information       Business     First Name     Last Name     Street     City     State     Zip     Age     Corr       Tim     Mullins     18055 Lovers Ln     Gordonsville     VA     22942     H 540-8       Information     Tim     Mullins     18055 Lovers Ln     Gordonsville     VA     22942     E tmullins@       Information     Tim     Codes     Repair     Medical       Information     Codes     Repair     Treatment

12/27/12 Per call from Mullins, he bought a new 700 youth model for his daughter for Christmas. They too it out to fire it yesterday and loaded 3 rounds. He chambered a round and shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle and ejected the round, cycled another and it fired when closing the bolt on the round. It shot through his brother's house. When he pulled the bolt out the firing pin was not stuck out. The box that the rifle was in had a sticker labeled "Display" on it. His daughter does not want this rifle back. He is going to have to repair his brother's wall.cm

Firearm Informati Mfg.	on <b>Type</b>	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/243 WIN	27092	RR39187A	8/24/2012 1:40:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner		
	WAL-MART SUPERCENTER 1486		Y		

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
	Repair/Replacement Cost	Repair/Replacement Date				
12/27/12 En	nailing ARS.cm					

### Examination[Remington/CF/BA]

Part Sub-Part Code Comment				
	Part	Sub-Part	Code	Comment

12/27/2012

### **Service Request**

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Remington Service PO Box 700



Madison, NC 27025-0700

ATTN: Prod Serv #8401

#### 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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

SR00039619 Customer: TIM MULLINS 18055 LOVERS LN GORDONSVILLE, VA Email: tmullins@colpip Your request for service on the		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 Email: is covered under our warranty po		
<b>Reason For Return</b> M123 - FORWARD TO I	PRODUCT SERVICE FOR INSPECTION			
Service Request Section Prod Scrv #8401				
Parts And Service Details Material Type	Description	Qty Warranty Needed	Price	e Disc Amount
THIS IS NOT AN INVOICE. being sent based on the conver	This is a pre-estimate to repair, recondition, or replace the iter sation with our representative.	n(s)	Sub Total: Est Sales Ta Grand Total	

### Service Request

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

Remington Service PO Box 700



Madison, NC 27025-0700

ATTN: Prod Serv #8401

#### 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.

SR00039619 Customer: TIM MULLINS	Serial Number / Description RR39187A Model 700 RIFLE Caliber: 243	Destination: Arms Services	Date of Reques Date Printe	
18055 LOVERS LN GORDONSVILLE, V	A 22942 US	14 Hoefler Ave Ilion, NY 133		
Email: tmullins@colpipe.com Email:				
Your request for service on th returned. If not, you will be c	e item(s) will be evaluated by our repairman to determine ontacted with an estimate before work is performed.	if it is covered under our warranty	policy. If it is your fir	earm will be repaired and
<b>Reason For Return</b> M123 - FORWARD TO	PRODUCT SERVICE FOR INSPECTION			
Service Request Section Prod Serv #8401				
Parts And Service Detail Material Type	S Description	Qty Warranty Needed	Pr	rice Disc Amount
	This is a pre-estimate to repair, recondition, or replace th rsation with our representative.	e item(s)	Sub Total Est Sales Grand To	Tax: .00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove <u>any</u> accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your <u>unloaded</u> firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- Do not send live/loaded or spent ammunition with your firearm.
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (<u>info@remington.com <<mailto:info@remington.com>></u>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services SR# SR00039619 14 Hoefler Ave Ilion, NY 13357 US

Email: Attn: Prod Serv #8401

# 

## ARS LABEL REQUEST FORM

DATE:	12/27/2012	Service Request #	SR00039619
QUANTITY:	I	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com
Business:		Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com	
		LABEL INFORMATION	

MAIL LABEL TO:	TIM MULLINS 18055 LOVERS LN GORDONSVILLE, VA 22942 US SR00039619
	Email: tmullins@colpipe.com
RETURN ITEM TO:	ILN
	Arms Services

 4XX596
 DEC 27, 2012
 ACT WT 10.0 LBS
 #PK 1

 SVC GNDCOM
 BL WT 10.0 LBS
 10.0 LBS

 TRACKING# 124XX59690679 13258
 ALL CURRENCY USD

 REF 1:SR00039619
 REF 2:

 HC 0.00
 CNS 0.00
 FRT: 3RD

 SHIPMENT PUB RATE CHARGES:
 SVC T/P USD

 DV 0.00
 DGD 0.00
 RS 1.00

 DC 0.00
 PR 0.00
 ROD 0.00

 AH 0.00
 PR 0.00
 ROD 0.00

 TOT PUB CHG 10.23
 PUB + HANDLING 10.23

ATTN: Prod Serv #8401







