

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9542

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331256	12/17/2013	11/25/2013	12/18/2013	11/24/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Robinson	4801 Lemonwood Ct.	Midland	TX	79707		H 432-557-9560 F 432-699-4487 E robinsonhj@suddenlink.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

11/25/13: Customer called in. He stated he was hunting on 11/24/13 & the rifle fired on safe release, finger not on trigger, 3rd time it has happened - no damage, no injury. Customer also sent in a Right Now Technology email that has been printed out & included with file. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	85478	G6974382	KG	5/18/2010 2:35:38 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/25/13: Emailed ARS, letter, SR paperwork. Box order# 1566809. df 12/19/13: Per Ilion - Could not duplicate concern. Trigger pull altered to below specs. Check over, replace TA & test at n/c - goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	COULD NOT DUPLICATE CONCERN
Barrel	Description		24" 270 WIN
	Date Code		KG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED BELOW

			SPECS
	Sub-Assembly	X-Mark Pro	

# Quotation

# Estimating Report

Parts and Repairs: P/F:

Page: 1

*All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.*

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

**Customer:**

JOHN ROBINSON  
4801 LEMONWOOD CT.  
MIDLAND, TX 79707 US

**Item Return To:**

JOHN ROBINSON  
4801 LEMONWOOD CT.  
MIDLAND, TX 79707 US

Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	12/17/2013
RE00331256	G6974382	<b>Estimate Date:</b>	12/18/2013
	Model 700 Center Fire Caliber: 270 WIN	<b>Date Printed:</b>	1/8/2014

**Problems**

**Reported**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

could not duplicate concern. trigger pull screw altered to below specs. replace trigger assembly, check over and test fire at no charge good will gesture.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$ .00

# Remington®

24"  
K&S/12  
2.5#  
010

November 25, 2013

9542

John Robinson  
4801 Lemonwood Ct.  
Midland, TX 79707  
Phone: 432-557-9560  
Email: robinsonhj@suddenlink.net

Ref # 9542, Model 700, Serial# G6974382

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email. The shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter 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 and repairing the firearm and will contact me with the results.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686  
Fax: 336-548-7872 or 7883

RECEIVED  
DEC 19 2013

BY:.....

Serial  
Number:

G6974382

Model: 700



RE00331256

could not dup. concern.  
Trio pull ALT to below  
specs. check over + set  
replace T.A. ~~check~~  
~~replace T.A. check~~  
+ TEST AT N/C

Good-will

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 30137

# 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](http://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.**

<b>Service Request Number</b> SR00068943	<b>Serial Number / Description</b> G6974382 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 11/25/2013 <b>Date Printed:</b> 11/25/2013
<b>Customer:</b> JOHN ROBINSON 4801 LEMONWOOD CT. MIDLAND, TX 79707 US  Email: robinsonhj@suddenlink.net	<b>Destination:</b> 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 # 9542, dmf

## 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

<b>Model Number:</b> 700		<b>Serial Number:</b> G6974382	
<b>Name:</b> JOHN ROBINSON		<b>Date of Purchase:</b> AUGUST 22, 2010	
<b>Address (no PO Boxes):</b> 4801 LEMONWOOD COURT			
<b>City:</b> MIDLAND		<b>State:</b> TX	<b>Zip:</b> 79707
<b>Phone (Daytime):</b> 432-557-9560		<b>Fax:</b> 432-699-4487	
<b>E-mail Address:</b> ROBINSONHJ@SUNDOWNLINK.NET			
<b>Please describe your problem:</b> I HAVE HAD SEVERAL SAFETY ISSUES. ON SEVERAL OCCASIONS, WHEN I HAVE FLIPPED FROM "SAFETY" TO "FIRE" THE GUN HAS FIRED OFF A ROUND. EACH TIME, MY FINGER WAS NOT CLOSE TO THE TRIGGER. THIS PRESENTS A HUGE SAFETY CONCERN - I WILL NOT BE USING THIS GUN MOVING FORWARD. MY SAFETY AS WELL AS THOSE AROUND ME, ARE MY NUMBER ONE PRIORITY.			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<b>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.</b>			
:: 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. :: Ship your <del>INSURED</del> 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.			

Use our  
UPS label



\*\*\*\*\*PRINT\*\*\*\*\*  
Sales Person: MATTHEW

700 All Camo	439.94
1695767	Rewards Points: 440
Riflemen Scope 9d	179.94
0030317661953	Rewards Points: 180
Std 1" Red Ring B	31.99
0030317499006	Rewards Points: 32
Std 700 2pc Base	29.99
0030317500160	Rewards Points: 30
Remington Promo	0.00
1640746	
Deer Gift Card	\$35.00 \$35.00
Gift Card # 9366	Balance: \$35.00

Items: 6 Sub Total \$716.86

Sales Tax 8.25% \$56.25

Total \$773.11

Coupon \$35.00

MASTERCARD  
\*\*\*\*\*0217 \$738.11

Card handling as-in notified  
terms and conditions

CASH \$0.00

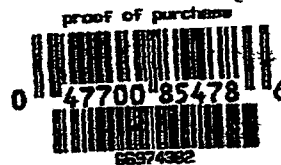
5000 Keta Mills Circle  
Suite 415  
Keta  
281-644-2200

STORE TILL UP NO. TERMS: DATE  
0008 0820 08552 80565 08-22-10 15:07  
The Great Outdoors...Pass It On  
Visit us at WWW.BASSPRO.COM

ATTN:

John

ROBINSON





**Remington**



VERY IMPORTANT: Instruction Book enclosed  
to assure safe use of this firearm.

**MODEL 700™ ADL SYN**  
**BOLT ACTION CENTERFIRE RIFLE**  
**24" BARREL 270 WIN**  
**REALTREE AP HD STK WITH HARDCASE**

Made in Ilion, NY Reg. U.S. Pat & tm. Off. Marca Registrada Marque déposée.



85478 G6974382

SERIAL NO.  
**G6974382**

ORDER NO.  
**85478**

**18KE**

WGA: - SHAFED > SCOPEGUN -

**MODEL 700<sup>™</sup> ADL SYN**  
**BOLT ACTION CENTERFIRE RIFLE**  
**24" BARREL 270 WIN**  
**REALTREE AP HD STK WITH HARDCASE**

ASK FOR THE PACKING CARTON

- INSTRUCTION BOOK 3509
- 301477 SLING
- 301049 CABLE LOCK
- 1784 FOLDING INSERT
- 1556 FOAM ROLL
- 1678 FOAM BLOCK

FORM 301476

owner registration sticker



**ORDER NO. 85478**

<b>BARREL LENGTH</b>	<b>24"</b>
<b>CAPACITY</b>	<b>5</b>

**G6974382**

**UPC**



**Remington<sup>®</sup>**

REMINGTON IS A TRADEMARK REGISTERED IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE BY REMINGTON ARMS COMPANY, INC.

PART NO. 3509  
RD FORM RD 7065 REV 1208

PRINTED IN U.S.A.

<b>Reference #</b>
131124-000084
<b>Status</b>
Waiting
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Firearms
Centerfire Rifles
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/24/2013 10:12 PM
<b>Date Initial Solution Response</b>
11/25/2013 09:22 AM
<b>Last Updated</b>
11/25/2013 09:29 AM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

## Model 700 Bolt Action Centerfire Rifle Safety Issue

### Discussion Thread

Response (Nona .)

11/25/2013 09:22 AM

Thank you Mr. Robinson for contacting Remington. Product Service will be handling this information for you.

Customer (a robinsonhj@suddenlink.net)

11/24/2013 10:12 PM

I purchased a Remington Model 700 ADL Syn Bolt Action Centerfire Rifle and have had several safety issues associated with the gun.

On several occasions, when I have flipped from "safety" to "fire" the gun has fired off a round. Each time, my finger was not close to the trigger.

This presents a huge safety concern to me and I will not be using the gun moving forward. My safety, as well as those around me, are my number one priority.

I have purchased and used Remington shotguns, ammunition, gun cleaning supplies, etc. for many years and for the most part, have been satisfied. This is my first Remington rifle purchase, and I am very disappointed with my decision and the product that I bought.

What can be done to resolve this issue?

Again, due to the unpredictable safety issue, I will not be using this gun again.

Here are the specifications of the gun:

Serial No: G6974382

Order No: 85478

Model 700 ADL Syn

Bolt Action Center fire Rifle

24" Barrel 270 Win

Realtree AP HD Stk

Date of purchase: August 22, 2010

Bass Pro Shops - Katy, TX

John Robinson

432-557-9560

[robinsonhj@suddenlink.net](mailto:robinsonhj@suddenlink.net)

### Primary Contact

First Name: a

Last Name: robinsonhj@suddenlink.net

Organization:

Login: robinsonhj@suddenlink.net

Title:

Contact Type:

Email: robinsonhj@suddenlink.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information



November 25, 2013

John Robinson  
4801 Lemonwood Ct.  
Midland, TX 79707  
Phone: 432-557-9560  
Email: robinsonhj@suddenlink.net

Ref # 9542, Model 700, Serial# G6974382

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email. The shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter 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 and repairing the firearm and will contact me with the results.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686  
Fax: 336-548-7872 or 7883

enclosure

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)



November 25, 2013

COPY

John Robinson  
4801 Lemonwood Ct.  
Midland, TX 79707  
Phone: 432-557-9560  
Email: robinsonhj@suddenlink.net

Ref # 9542, Model 700, Serial# G6974382

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Dell Fulcher  
Consumer Affairs Administrator  
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Phone: 1-800-243-9700 ext. 8686 or 336-548-8686  
Fax: 336-548-7872 or 7883

enclosure

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 30145

Model Number:		Serial Number:	
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:	State:	Zip:	
Phone (Daytime):	Fax:		
E-mail Address:			
Please describe your problem:			
500 characters left			
<p><del>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</del></p>			
<p><b>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.</b></p> <ul style="list-style-type: none"> <li>• Record the serial number of your firearm before sending it.</li> <li>• 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.)</li> <li>• Remove all accessories from your firearm to prevent loss or damage.</li> <li>• <del>Ship your INJURED 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.</del></li> </ul>			

Use our  
UPS label

# 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](http://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.**

<b>Service Request Number</b> SR00068943	<b>Serial Number / Description</b> G6974382 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 11/25/2013 <b>Date Printed:</b> 11/25/2013
<b>Customer:</b> JOHN ROBINSON 4801 LEMONWOOD CT. MIDLAND, TX 79707 US  Email: robinsonhj@suddenlink.net	<b>Destination:</b> 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 # 9542. dmf

## 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

# 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](http://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.**

<b>Service Request Number</b> SR00068943	<b>Serial Number / Description</b> G6974382 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 11/25/2013 <b>Date Printed:</b> 11/25/2013
<b>Customer:</b> JOHN ROBINSON 4801 LEMONWOOD CT. MIDLAND, TX 79707 US  Email: robinsonhj@suddenlink.net	<b>Destination:</b> 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.		
<b>Reason For Return</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
<b>Service Request Section</b> Product Service # 9542. dmf		
<b>Parts And Service Details</b>		
<b>Material</b>	<b>Type</b>	<b>Description</b>
		<b>Qty Needed</b>
		<b>Warranty</b>
		<b>Price</b>
		<b>Disc</b>
		<b>Amount</b>
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.		<b>Sub Total:</b> .00 <b>Est Sales Tax:</b> .00 <b>Grand Total:</b> \$ .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 any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded 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 ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) 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# SR00068943  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service



**Fulcher, Dell Marie**

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**From:** Mail Administrator [Postmaster@suddenlink.net]  
**To:** robinsonhj@suddenlink.net  
**Sent:** Monday, November 25, 2013 3:48 PM  
**Subject:** Delivered: John Robinson - Remington Ref# 9542

**Your message has been delivered to the following recipients:**

[robinsonhj@suddenlink.net](mailto:robinsonhj@suddenlink.net)

Subject: John Robinson - Remington Ref# 9542

## ARS LABEL REQUEST FORM

DATE:	11/25/2013	Service Request #	SR00068943
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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## LABEL INFORMATION

MAIL LABEL TO:	JOHN ROBINSON 4801 LEMONWOOD CT. MIDLAND, TX 79707 US SR00068943  Email: robinsonhj@suddenlink.net
RETURN ITEM TO:	ILN Arms Services



4XX696 NOV 26, 2013 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX6969067131816  
REF 1:SR00068943  
REF 2:  
HANDLING CHARGE 0.00  
SINGLE - PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 13.48 PUB+ HANDLING 13.48

ATTN: Product Service
-----------------------



