

Remington Arms Co., Inc.
Product Service
Legal Case #:9503

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330554	12/11/2013	11/18/2013	12/12/2013	11/17/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Timothy	Zander	149 Lake View Circle West	Breckenridge	CO	80424		H 970-439-0094

Incident Information

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

11/18/13: I received call from Timothy Zander, he said that sometimes his rifle will fire when the safety is released.
jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27359	G7142891	BG	1/28/2012 9:26:05 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH 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 TPA, check over and test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
\$50	

11/20/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1564943. jbi 12/13/13: Per Ilion, "received with mag box out of position and sealant missing from pull screw. could not duplicate concern.as a good will gesture will replace trigger assembly to restore confidence in rifle at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 308 WIN
	Date Code		BG
	Bore Plugged	False	
	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	HEAVY BRASS WASH
	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	REC'D WITH MAG BOX OUT OF POSITION
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	True	SEALANT MISSING ON PULL SCREW
	Sub-Assembly	X-Mark Pro	





24"
BG 1/12
5#
1010
MAQ.
002

November 20, 2013

9503

Timothy Zander
149 Lake View Circle West
Breckenridge, CO 80425
Phone: 970-439-0094

Ref # 9503, Model 700, Serial # G7142891

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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 the firearm.

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

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
DEC 13 2013

BY: _____

Serial Number: G7142891

Model: 700



RE00330554

put w/ mag box out of box.
could not disconn PW.
As a Good Will Gesture
will replace T.A. to restore
confidence in Rifle ATK/c

#260974

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 SR00068352	Serial Number / Description G7142891 Model 700 RIFLE Caliber: 308	Date of Request: 11/20/2013 Date Printed: 11/20/2013
Customer: TIMOTHY ZANDER 149 LAKE VIEW CIRCLE WEST BRECKENRIDGE, CO 80424 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 #9503. jbi

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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



Tim Zander <tim.zander@gmail.com>

Buds Order Received -- NOREPLY

1 message

BudsGunShop.Com <updates@budsgunshop.com>
To: "Tim Z" <tim.zander@gmail.com>

Wed, Sep 26, 2012 at 1:21 PM

BudsGunShop.com
*best **BATF** for your bucks*

NEW LIVE PHONE HOURS
9AM - 9PM EST (M-F)
859-368-0371

Dear Tim Z,

This email confirms that your order was successfully received. Your order number is 526391. This email contains the details of your order and important information regarding how your order is processed.

Please allow 48 hours for your order to be processed before attempting to contact us about your order. We will be sending you several order update emails throughout the processing of your order. If you have questions about your order, please use the CONTACT US email option located at the top of the website. To receive a faster response use one of our "priority response" options.

If you have selected a FFL dealer from the list of dealers available on our website please contact the dealer to make sure they are willing to receive the firearm and transfer to you. If you are using a FFL dealer not currently on our list, please ask the dealer to fax (800-804-5569) us a copy of their FFL license referencing your name and order number on the fax.

If the payment option you have selected requires you to mail your payment to us, please mail your payment to:

BudsGunShop.Com
1105 Industry Road
Lexington, KY 40505

It is our policy that all personal or unsecured checks will be held for five business days before we can proceed to ship your order. All ACH orders are held for 5 business days to allow funds to clear our bank.

UPON RECEIVING A FIREARM AT YOUR CHOSEN FFL DEALER, BE SURE TO THOROUGHLY INSPECT YOUR FIREARM FOR ANY DEFECTS BEFORE ACCEPTING THE TRANSFER. WE CAN ONLY ISSUE A FULL REFUND OR NEW REPLACEMENT IF THE FIREARM HAS NOT BEEN TRANSFERRED. FULL REFUNDS DO INCLUDE RETURN SHIPPING COST. HOWEVER, UNDER NO CIRCUMSTANCES WILL WE REIMBURSE A CUSTOMER FOR FFL TRANSFER FEES ON RETURNED ITEMS.

The details of your order are as follows:

Order Number: 526391

To view or print your detailed invoice, click on the link below or copy it into your browser:
https://www.budsgunshop.com/catalog/account_history_info.php/order_id/526391

Date Ordered: Wednesday 26 September, 2012

E-Check/ACH Payment Authorization Code: 98109074

Products

1 x Remington 700 SPS 308 (7359) = \$540.00

Sub-Total: \$540.00

AS: Shipping to Colorado: 1 Gun (Uninsured - (Bud's not responsible for items lost/damaged in shipping)): \$0.00

Total: \$540.00

Delivery Address

Tim Zander
149 W Lake View Circle
Breckenridge, CO 80424
United States

Billing Address

Tim Zander
149 W Lake View Circle
Breckenridge, CO 80424
United States

Payment Method

Electronic ACH Check Payment
(advertised cash discount price)



Please verify your bank account balance prior to placing your order.

Your bank will remove the funds from your account soon after you place your order.

However, it can take up to 5 business days before the payment "clears" and we actually receive those funds.

E-check orders cannot be shipped until after this occurs.

**You Purchased: Remington 700 SPS 308,
Bud's Recommends:**

Weaver Matte Black
One Piece Tactical
Rail Base For
Remingto

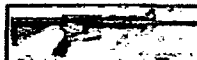


New Ruger LCP .380



\$299.00*

Doublestar Star 15
M4 16" 6 Pos. Stock
5.56



Remington 700 SPS
Tactical 308win



\$594.00*

\$14.85*

\$669.00*

***Prices in this email are subject to change with updates on our website every 20 minutes**

This email has been sent to you because you have opened an account on Budsgunshop.com and have chosen to receive emails from us. If you wish to opt out of future emails or feel you received this email in error please **CLICK HERE** to be removed from our list. After logging into your account uncheck the "Newsletter Box" and click "Continue".

Please Allow up to 24 Hours for Changes to take Effect.

TEAM BUDS

PRICE DROP

Used Guns

**BUDS
POLICE SUPPLY**

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You Tube

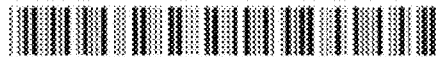
ARS LABEL REQUEST FORM

DATE:	11/20/2013	Service Request #	SP00000332
QUANTITY:	1	WEIGHT PER PACKAGE:	10.00
REQUESTED BY:	email address:		

Business:	Remington Service PO Box 700 Madison, NC 27033-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	TIMOTHY ZANDER 149 LAKE VIEW CIRCLE WEST BRUCKENRIDGE, CO 80424 US SR00000332 Email:
RETURN ITEM TO:	ILN Arms Services



410000 NOV 20, 2013 ALL CURR USD 1 OF 1
 SVC ONDCOM ACT UT 10.0 LBS
 TRACKING# 124X00000005100007
 REF 1: SR00000332
 REF 2:
 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC 1/P USD
 DV 0.00 COO 0.00 RS 0.00
 DL 0.00 DGD 0.00 SD 0.00
 WH 0.00 PW 0.00 SP 0.00
 TOT PUB CHG 12.00 PUB-HANDLING 12.00

ATTN: Product Service







