

BARBER - RE 0011813

Feedback for Answer ID 39 (Rated Helpfulness: 25%)

Discussion Thread

Response (Pete) 12/18/2008 4:38:13 AM

Dear Sir,

Thank you for visiting Remington Country. We apologize for the delay in our response. This is the busiest season for us in many years and we are buried under in emails. A computer glitch caused your inquiry to get kicked out of the regular lineup of emails thus the delay.

Sir we certainly apologize for the inconvenience with your firearms and we would certainly like to have a look at them for you.

Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

http://www.remington.com/support/repair_services/factory_repair_form.asp

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

http://www.remington.com/support/warranty/

Customer (. .) 12/8/2008 4:24:29 PM

This feedback is about:

http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/popup_adp.php?p_faqid=39.

I have two model 700 rifles. A Mountain Rifle in .280 and a SS in 7mm magnum. Both malfunctioned this season and

BARBER - RE 0011814

are cleaned before and after each use. The Mountain rifle dented five cartridges, but all failed to fire. Also, when the subsequent shell was ejected and another positioned to fire, while moving the safety to fire the rifle discharged! This is both very dangerous and unacceptable. Thank goodness no one was injured or killed!! Less important is that there was not a big buck in sight. What do you suggest we do with these rifles???