

Mr. Lewis, although we found your rifle to function normally, we also found several cosmetic irregularities (stock finish blistering, marginal inletting, and the bolt handle color worn). As a gesture of good-will, if it will restore confidence in this model, we will supply a replacement rifle of like specification in exchange for your Model 700, at no charge.

We will await your decision and reply.

If you wish to discuss the above over the phone, I can be reached at phone number (315) 894-9961, extension 558 daily.

Thank you for affording us the opportunity to examine your rifle, and we look forward to being of service.

Sincerely,

  
D.J. Sanita  
Product Services

DJS:tpp

*Remington Arms Company, Inc.*