

Unusual delay for a warranty repair

Discussion Thread

Response (Chris)

5/21/2004 9:23:31 AM

Dear Mr. Gagne,

We apologize for the inconvenience. The gunsmith you mentioned is not listed as a Remington Authorized Repair Center. Our Authorized Repair Centers should have access to the parts and turn-around much quicker. We recommend taking it to one of the following for replacement of the part under warranty. We do not cover work by a gunsmith that is not on this list.

<http://www.remington.com/support/repairsvc/canada.HTM>

Thank you for your understanding.

Customer (Andre Gagne)

5/20/2004 10:17:41 PM

I have a Model 710 - 270 caliber bought in August 2003. The 3 point safety mechanism did not work and after the deer season I brought it in to a gunsmith "Terrebonne Chasse et Pêche". At first the Remington warehouse & rep said that it was not possible & had the gun sent to them in the beginning of December. They verified that it didn't work & returned the gun & stated that it would take till April to get the part. The part arrived at my gunsmith & apparently it's not the right one or doesn't work. Why has it taken so long for such a reputable company to rectify such a simple problem?

Thank you for your attention to this matter. I have always been satisfied with the many different products that bare your legendary name. Andre Gagne