

Model 700/ML.FINAL 2/23/01 8:54 AM Page 33

## How to Obtain Parts and Service From Remington®

### TO ORDER PARTS:

Many Remington® Dealers and Authorized Repair Centers carry a full line of parts. Please check with them first before ordering parts.

To expedite your PARTS order or request REPAIR SERVICE visit our web site at [www.remington.com](http://www.remington.com). Detailed instructions are provided along with parts and/or service orders forms. You may also reach Remington by calling our toll free customer service number, 1-800-243-9700, Mon. - Fri., 9:00 AM - 6:00 PM Eastern Time.

1. Fax completed order form (from the web site) to 1-336-548-7801.
2. To order by phone without the order form call 1-800-243-9700.

Please have the following information ready before you call.

- Firearm model and serial number.
- Part description and quantity. Part descriptions can be found on the parts listing page in this manual.
- Your complete mailing address (P.O. Box and Street Address) including zip code, telephone number and e-mail address.
- Method of payment: Mastercard, Visa, Amex or Discover card number and expiration date. Prepayment may be made by check or money order. Payment may be made to you over the phone. (Sorry, no C.O.D.'s.)

**WARNING:** USE ONLY REMINGTON PARTS ON REMINGTON FIREARMS.

**NOTE:** SOME PARTS MAY BE HISTORIC. See parts list for details. Owner's manuals/instruction books may be requested via our web site at [www.remington.com](http://www.remington.com) or by calling 1-800-243-9700.

### REPAIR SERVICES

1. To locate the Remington Authorized Repair Center nearest you, visit our web site at [www.remington.com](http://www.remington.com) and use our Repair Service Locator. If you need additional on-line assistance, e-mail us at [Info@remington.com](mailto:Info@remington.com) to obtain a listing of Authorized Repair Centers. Contact the Authorized Repair Center of your choice for evaluation of your firearm and/or additional shipping instructions.
2. If your Remington Authorized Repair Center cannot provide the service or repair you require and you need further assistance, please call our toll free number 1-800-243-9700, Mon. - Fri., 9:00 AM - 6:00 PM Eastern Time and select the option for repairs. Then, if shipment of your firearm is required, please:
  - Record the serial number of your firearm before sending it to us.
  - Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
  - Remove all accessories from the firearm to prevent loss or damage.
  - Enclose 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.
  - 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.

#### Ship to:

Remington Arms Company, Inc.  
Attn: Air Mail Service Division/Barber's  
14 Hoeller Ave.  
P.O. Box 13357

**WARNING:** DO NOT SEND LIVE AMMUNITION. SHOOTING YOUR FIREARM IN THE SAME BOX WITH THE FIREARM IS A VIOLATION OF FEDERAL LAWS. IF YOU FEEL YOU MUST SEND SPENT SHELLS, PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE NUMBER, MODEL AND SERIAL NUMBER OF YOUR FIREARM.