

How to Obtain Parts and Service From Remington® Arms Co.

TO ORDER PARTS:

Many Remington® Dealers and Authorized Service 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. Detailed instructions are provided along with parts and/or service order forms. You may also reach Remington by calling our toll free customer service number, 1-800-243-9700, Mon.-Fri., 9:00 AM-5:00 PM Eastern time.

1. Fax completed order form (from the web site) to 1-336-548-7901.
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 the 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. A quote may be made to you over the phone. (Sorry, no C.O.D.s.)

WARNING: THE ONLY INFORMATION PARTS LISTED HEREIN IS FOR IDENTIFICATION PURPOSES.

NOTE: SOME PARTS MAY BE RESTRICTED. See parts list for details. Owner's manuals/instructions books may be requested via our web site at www.remington.com or by calling 1-800-243-9700.

REPAIR SERVICES

1. To locate the Remington Authorized Service Center nearest you visit our web site at www.remington.com and use our Repair Service Locator. If you need additional on-line assistance, email info@remington.com to obtain a listing of Remington Authorized Service Centers. Contact the Remington Authorized Service Center of your choice for evaluation of your firearm and/or additional shipping instructions.
2. If your Remington Authorized Service 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-5:00 PM Eastern time and select the option for repairs. Then, if payment of your repair is required, please:
 - Record the serial number of your firearm before sending it to us.
 - Pack your firearm for safety and to prevent damage during shipping and handling. Preferably, ship in a firearm box.
 - Remove all accessories from the firearm to prevent damage or loss.
 - 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, day time 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.
 Arms Service Division
 14 Hoefler Ave.
 Ilion, NY 13357

REMINGTON ARMS COMPANY OR PARCEL SERVICE PROVIDER MAY BE ABLE TO ASSIST YOU WITH THE SHIPMENT OF YOUR FIREARM. THIS IS A VIOLATION OF FEDERAL LAWS IF YOU FIRST SEND YOUR FIREARM BY AIR MAIL. SHIP IT BY AIR OR PARCEL POST. PACKAGE AND INCLUDE NAME, ADDRESS, WITH ZIP CODE, TELEPHONE NUMBER, MODEL AND SERIAL NUMBER OF FIREARM.