I have a broken safety mechanism on my hunting rifle. Using info from your we...

Discussion Thread

Response (Laura)   11/21/2000 7:00:43 PM
At 11/21/2000 04:00 PM we wrote –
Dear Sir,
We apologize for the delay in response. We have been experiencing technical difficulties.

This is response to your recent communication regarding the repair of your Remington firearm. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

Please follow these guidelines:

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.

3. Remove all accessories from your firearm to prevent loss or damage.

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.

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.

Customer (Danny Bremner)   11/13/2000 11:16:14 PM
I have a broken safety mechanism on my hunting rifle. Using info from your web sight, it looks like part#92297. Can I order this or can it only be installed at the factory? Please fill me in on this. Thanks for now.
                          Danny Bremner