

I heard on the radio that you are providing new bolts for the 700. If so I ne...

Discussion Thread

Response (Laura) 11/15/2001 4:31:03 PM

At 11/13/2001 04:12 PM we wrote -

Dear Mr. Neff,
we do not have any program for providing new bolts on firearms. However if you need a bolt assembly for your firearm, you will need to send your firearm to the factory to have this fitted.

For U.S. repairs, 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.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefer 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.

At 11/15/2001 04:29 PM we wrote -

Dear Mr. Neff,
This would be a "bolt lock safety" noted in the commercial. However the procedures still remain the same for sending the firearm to our factory.

Customer (Kendall Neff) 11/12/2001 3:33:48 PM

----- 11/12/2001 03:33 PM -----

I heard on the radio that you are providing new bolts for the 700. If so I need one for my 700. Thanks

----- 11/14/2001 08:06 PM -----

Thank you for replying so fast. I heard the radio again this AM and it said the same, that you provide new bolts for Model 700 per 1982. You may want to make sure that nobody gets the wrong information like I did. I love your gun and will use it just like all my Remingtons. Again thanks for reply.