

model 7k00

Discussion Thread

Response (Laura)

Dear Mr. Simonsen,  
We regret you experienced a problem with your firearm. If you will fax or mail us a copy of the bill from the repair shop as well as any information from the shop regarding what work they did on your firearm, we will look into finding a reasonable solution. I have included my fax number and mailing address below:

Remington Arms Co.  
PO Box 700  
Madison, NC 27025

fax: 336-548-7801 attn: Laura

Customer (Linda Simonsen)

Dear Sirs,  
On January 16, 2002, I took my Remington 700 to the Red Rock Sporting Goods Store in Miles City, Mt to have the bolt lock feature replaced. I was understood that Remington would pay for the replacement of this feature which had misfired twice. When the gun was sent back to me, I was told that I had to pay for the repairs myself as well as the shipping and handling. The total bill was \$56.75 (\$41.75 for the repair and \$15.00 for shipping and handling). Your company has a copy of the invoice #40861280, invoice date 1/17/02.

I feel that I should be given a rebate for the repair amount of \$41.75 as the company advertises that they are making these repairs for \$20.00 plus shipping and handling, and that the customers then receive a \$20.00 coupon good for Remington products in return.

I would appreciate your assistance in this matter.

Sincerely,

James M. Simonsen

Rt #1 Box 2472

Miles City, MT 59301