

Thanks

Discussion Thread

Response (Laura)

8/14/2002 3:49:33 PM

Dear Mr. Denton,

Thank you so much for your kind words and support. We regret that you experienced a problem with your firearm but we're glad to hear that you were satisfied with our service. Your loyalty is appreciated and we want to keep you as a lifelong customer.

We did note that you mentioned you owned a Model 600 rifle. We want to make you aware that there is a recall on certain Model 600 rifles. You can find all of the details regarding this through the front page of our website or through the link below:

http://www.remington.com/safety_modification_program/600_660.htm

We wish you a safe and successful season. Should you have any questions regarding this recall, please feel free to contact us at 1-800-243-9700. Please have the serial number of your firearm when calling.

Customer

8/12/2002 1:33:46 PM

Recently I sent in the cracked forearm of my much used 11-87. Remington replaced it-no charge. I want to thank you for your exceptional service and "stand behind your product" attitude. I own five other Remington firearms, two which I aquired as a youth. A 35 year old Mdl 600-.243 and a 30 year old 20 ga 1100-LW. Both still see use and function perfectly. Thanks for excellent products and service. I assure you, any future firearms purchases will continue to be Remington.

Steve Denton