

safety mechanism

Discussion Thread

Response (Chris)
Dear Mr. Hancock,

2/3/2006 11:37:33 AM

Thank you for your patience. 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.

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, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
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. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, 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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

http://www.remington.com/support/warranty/

Customer (Mark Hancock)

1/31/2006 3:26:32 PM

I own a model 700 black powder rifle - 50 cal. while hunting this year, I felt something hit my leg and roll off into the leaves - I think it fell out of the trigger. I then noticed that the safety feels real loose - You can feel it 'click' into the fire or safe position. However, the safety can move back & forth and I don't think that the gun is safe to use. Is this something that your warrenty would cover and if so, where is the closest place to me that does Remington warrenty work - I live in Fairfax, Virginia.
Thanks, Mark Hancock 703-385-8332