

How to Obtain Parts and Service From Remington® Arms Co.

TO ORDER PARTS:

Many Remington® Dealers and Authorized Repair Centers carry a full line of parts. Please check with them first before ordering parts.

To expedite your PARTS order or request REPAIR SERVICE visit our web site at www.remington.com. Detailed instructions are provided along with parts and/or service order forms. You may also reach Remington by calling our toll free customer service number, 1-800-243-9700, Mon.-Fri., 9:00 AM-5:00 PM Eastern time.

1. Fax completed order form (from the web site) to 1-836-548-7801.
2. To order by phone without the order form call 1-800-243-9700.

Please have the following information ready before you call.

- Firearm model and serial number.
- Part description and quantity. Part descriptions can be found on the parts listing page in this manual.
- Your complete mailing address (P.O. Box and Street Address) including zip code, telephone number and e-mail address.
- Method of payment: Mastercard, Visa, Amex or Discover card number and expiration date. Prepayment may be made by check or money order. A quote may be made to be delivered by phone. (Shipping C.O.D.s.)

WARNING! USE ONLY REMINGTON PARTS IN REMINGTON FIREARMS.

NOTE: SOME PARTS MAY BE RESTRICTED. See parts lists for details. Owners manuals/instruction books may be requested via our web site at www.remington.com or by calling 1-800-243-9700.

REPAIR SERVICES

1. To locate the Remington Authorized Repair Center nearest you visit our web site at www.remington.com and use our Repair Service Locator. If you need additional customer assistance, e-mail us at info@remington.com to obtain a listing of Authorized Repair Centers. Contact the Authorized Repair Center of your choice for evaluation of your firearm and/or additional shipping instructions.
2. If your Remington Authorized Repair Center cannot provide the service or repair you require and you need further assistance, please call our toll free number 1-800-243-9700, Mon.-Fri., 9:00 AM-5:00 PM Eastern time and select the option for repairs. Then, if shipment of your firearm is required, please:
 - Record the serial number of your firearm before sending it to us.
 - Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
 - Remove all accessories from the firearm to prevent loss or damage.
 - Enclose a letter with the firearm detailing the model name on the side 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, telephone number and e-mail address.
 - Ship your firearm by either United Parcel Service (UPS) or Registered Mail (US Postal 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 Service Division/Repairs
141 Kollar Ave.
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS BY YOUR FIREARM OR IN THE SAME MAILING. IT IS ILLEGAL TO MAIL A FIREARM OR A SHELL. IF YOU ARE SENDING A SHELL, PLEASE SEND THEM IN A SEPARATE MAILING. ALWAYS INCLUDE NAME, ADDRESS AND PHONE NUMBER, TELEPHONE, CITY, STATE, MODEL AND SERIAL NUMBER OF YOUR FIREARM.