

> > and service performed on your rifle. Did you send this yet ?  
 > > If not please send it to:  
 > > REMINGTON ARMS CO. INC.  
 > > P.O. BOX 700  
 > > MADISON, NC 27025  
 > > USA  
 > >  
 > > Please note your 'repair' number on your check and any  
 > > correspondence you enclose. the number is RE00067527. Although you  
 > > will pay \$ 20.00 , you will also be given a 'gift certificate' from  
 > > Remington for \$ 20.00 good for Remington merchandise only. The  
 > > program that allows this is posted on our website: www.remington.com  
 > > . It is called the "Safety modification program". I copies some of  
 > > the text below: Here are the basic program elements:  
 > >  
 > > "The firearms will be cleaned and inspected and the bolt lock  
 > > mechanism will be removed for \$20.00 plus shipping and handling. We  
 > > will return the gun to you with a \$20.00 rebate coupon good towards  
 > > the purchase of any Remington brand safety product (eye protection,  
 > > hearing protection, cable and trigger locks, gun cabinets and gun  
 > > safes.)"  
 > >  
 > > The rifle cannot be shipped direct back to you. I have spoken with  
 > > "Gene's Gunsmithing" in Selkirk. I have asked him to obtain the  
 > > necessary Canadian papers that I must have to apply for an export  
 > > license. I do not know how much longer it will take me to obtain  
 > > an export license. You may want to speak with Gene Gunning the owner  
 > > of "Gene's..." I would recommend that, in the future, you should  
 > > contact Gene's gunsmithing for any repairs before shipping your  
 > > firearm out of your country. Gene could have performed all the same  
 > > service required without the difficulties and delays caused by the  
 > > import-export process.  
 > >  
 > > George A. McHugh  
 > > Remington Arms Co., Inc.  
 > > International Customer Service  
 > > Tel: 336-548-8832  
 > > Fax: 336-548-8610  
 > > george.mchugh@remington.com  
 > >  
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 > > -----Original Message-----  
 > > From: Istvan Berczi [mailto:berczi@Ms.UManitoba.CA]  
 > > Sent: Friday, September 05, 2003 8:14 PM  
 > > To: McHugh, George  
 > > Subject: Re: Istvan Berczi, DVM, Phd. Manitoba, Canada, M700 rifle  
 > > repair. RE00067527  
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 > >  
 > > Dear Mr McHugh,  
 > > The other day I sent you the authorization for the repair of my  
 > > gun.  
 > > However, you told me that you actually have done the work already. I  
 > > must say that you pesued this matter with the utmost care and I much  
 > > appreciate your efforts. If you don't mind I would like to know  
 > > where do we stand now with this and that how can I get back my  
 > > rifle. I appreciate your advice of dealing with your repairman in  
 > > Selkirk, however, I tried to contact him by phone for a couple of  
 > > weeks and never succeeded. Because it would have taken much more  
 > > effort to go there and to find out what is going on, I rather sent  
 > > the gun to you. Also, I trust you much more than I do anyone else  
 > > with this sensitive job. I do not see the problem with exporting,