

Dear Sirs, My rifle was the subject of a safety recall. I contacted your web ...

Discussion Thread

Response (Laura) 5/28/2002 11:34:06 AM
Dear Mr. Sanders,
Please contact our Consumer Service Department at 1-877-387-6691 or 1-800-243-9700 to discuss this in more detail.

Customer (Richard Sanders) 5/20/2002 3:46:14 PM
----- Original Message -----
From: <info@remington.com>
To: <clamman@centurytel.net>
Sent: Wednesday, May 22, 2002 3:50 PM
Subject: [Incident 020520-000053] Dear Sirs, My rifle was the subject of a safety recall. I contacted your web ...

> Your reply did not process correctly. Please REPLY to this message and
> enter the text between the specified lines. Your message has been
> included below.

> Dear sir, when I initially contacted your company I distinctly remember
> a female employee told me that the repair was free, and, in addition,
> which ever dealer I took the gun they would also clean it no charge. I did not
> imagine this conversation. Badger Outdoors also told me that when they
> were doing these repairs the owner of the gun would receive a 20.00 rebate in
> remington merchandise if they were charged for the repair.

> ----- Original Message -----
> From: <info@remington.com>
> To: <clamman@centurytel.net>
> Sent: Wednesday, May 22, 2002 2:03 PM
> Subject: [Incident 020520-000053] Dear Sirs, My rifle was the subject of
> a safety recall. I contacted your web ...

> > Recently you requested personal assistance from our on-line support
> > center. Below is a summary of your request and our response.
> > We will assume your issue has been resolved if we do not hear from you
> > within 48 hours.
> > Thank you for allowing us to be of service to you.

> > Subject

> > Dear Sirs, My rifle was the subject of a safety recall. I contacted
> your web ...

> > Discussion Thread

> > -----
> > Response (LAURA) - 05/22/2002 03:03 PM
> > Dear Mr. Sanders,
> > We apologize for any inconvenience. We do not show Badger Outdoors on
> our webpage. However if you had the Safety Modification done to your
> firearm,

> we do charge \$20 at our factory and Remington Authorized Repair Centers
 > for
 > this work. If you have any further questions, please contact our Parts &
 > Repair department at 1-800-243-9700.
 >
 > > Customer (Richard Sanders) - 05/20/2002 03:46 PM
 > > Dear Sirs,
 >
 > > My rifle was the subject of a safety recall. I contacted your web
 > page and it directed me to a remington dealer in Milwaukee, WI. Badger
 > Outdoors, Inc. I took my rifle there and they fixed it. According to
 > your
 > info the repair was to be free. The manager at the dealer said they were
 > no
 > longer a Remington repair center so I had to pay \$20.00. They were very
 > nice and fixed my rifle correctly but were emphatic that they were no
 > longer
 > a remington representative. How will you reimburse me for my
 > inconvenience
 > and why would your web page still show them as a dealer. There is
 > obviously
 > some discord between them and you and I was caught in the middle. I have
 > my
 > repair receipt and await your response. Thank you Richard G. Sanders
 >
 >
 > > Question Reference #020520-000053
 > -----
 > > Topic: -Unknown-
 > > Contact Information: clamman@centurytel.net
 > > Date Created: 05/20/2002 03:46 PM
 > > Last Updated: 05/22/2002 03:03 PM
 > > Status: waiting
 >
 >
 > > If your issue remains unresolved, please update this question at
 >
 > http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=clamman@centurytel.net&p_enc_passwd=&p_next_page=myq_upd.php&p_refno=020520-000053&p_created=1021923974
 >
 >
 > > You may also update this question by replying to this message. Because
 > > your reply will be automatically processed, you MUST enter your reply
 > > in the space below. Text entered into any other part of this message
 > > will be discarded.
 >
 >
 > > [==== Please enter your reply below I was told the repair would be free
 > and that the gun would also be cleaned because of the inconvenience of the
 > repair. I was told this by a female employee when I called remington by
 > telephone awhile back. Badger also said that I could submit my receipt for
 > 20.00 for a like amount in your product. I did not imagine these facts.
 > Thankn you <====]
 >
 > > [==== Please enter your reply above this line <====]
 >
 >
 > > -----
 > > We hope that this information will be helpful to you. If we
 > > can be of further assistance, please contact us at
 > > 1-800-243-9700, M-F, 9am-5pm EST.
 > >
 > > Remington Arms Co. -- America's Oldest Gunmaker

