

Today I purchased the above .270 bolt action rifle and there is a considerabl...

Discussion Thread

Response (Jessica)
Dear Forrest,

9/23/2002 9:20:49 AM

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. If we choose to replace the bolt we will need the whole firearm.

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.

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.

Your firearm was produced in or about 1999. The program that we have at this time only includes firearms made before 1982.

http://www.remington.com/Safety_Modification_Program/remington_safety.htm

Customer (Forrest McCrary)

9/22/2002 1:44:19 AM

> Since my .270 is a 1999 or newer I decline factory inspection at this time. If problems arise later it will be sent in for repair. Thanks for your reply.

[====> Please enter your reply above this

line
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> 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
> 870 Remington Drive, Madison, NC 27025
> 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801
> Visit us in Remington Country at <http://www.remington.com/>
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> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!
> whether you are a beginner or an advanced user,
> our new Safety Section is a must for everyone.
> <http://www.remington.com/safety/safety.htm>
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