

broken safety mechanism

Discussion Thread

Response (Dell)

12/4/2003 3:05:47 PM

Dear Dave,

Thank you for your inquiry & your support of Remington products! The safety assembly is restricted to Factory Repair Only. 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 our <http://www.remington.com/support/warranty.htm> target="\_blank">Firearms Warranty </a>.

Customer (Dave Turner)

12/2/2003 11:54:05 AM

Dear Sirs,

I have a Remington model 700 Sendero, (stainless, with fluted barrel), rifle in cal. 7mm STW. While hunting deer last week, the safety malfunctioned. I believe that the rifle is under warranty, but if it is not, I will be glad to pay to have it repaired. Would you please tell me the procedure for getting the rifle to you so that the repair work can be done?

If you prefer to telephone me, the number is (386)788-1171.

Thank you for your help.

Oh, by the way, (a little feed-back), I LOVE this rifle! It is extremely accurate, shoots very flat, and has accounted for many clean,

one-shot kills of medium and large game. I have gotten to where I use it almost exclusively for hunting when I'm after deer or bear. I am sincerely grateful to you for making this fine rifle!

Sincerely,  
Dave Turner