

710 remington 7 mag

Discussion Thread

Response (TONYA)

3/7/2005 4:56:46 PM

Dear Ms. King:

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 you will provide us with a shipping address we will be happy to send you a prepaid shipping label.

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 Firearms Warranty .

Customer (delene king)

3/6/2005 8:15:21 PM

my husband bought a gun in oct. He shot it 6 times and it tore up. (a bur in the barrel and faulty bolt lock). It was sent to a man in Tallahassee Fl. He kept it for a while and finally we got it back (in january) my husband shot the rest of the box up and bought another and shot all but 5 and cleaned and oiled it and put it up. a friend asked to shot it because he wants a big gun. so he and my husband went to shoot it and its tore up again. (The bolt is hanging up) we paid 455.00 for this (NEW) gun and its been an on going problems. Its like a lemon car it starts and never stops tearing up. I was told if we wouldnt of shot it we would of been shipped a new one but how does anyone find out its tore up unless its fired? i feel remington should stand behind there product and send me a new gun or money back. can you please give me a email address to someone who

can help me?

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