

Christy Mitchell

From: McHugh, George
Sent: 09/14/2004 11:37:35 AM
To: Mitchell, Christy
CC:
BCC:
Subject: Mr. Shiraz Alam, consumer, India (Lots of 'Dear Christy letters !)

Dear Christy,

Wow ! This guy's been writing to you since September 3 ! He obviously enjoys your correspondence. He even calls you "Dear Chris" ! The choice between a gunlock on the the rifle (eg. ISS) versus a gunlock he installs will be determined by his personal preference and his local gun laws.

Tell him that he really needs to discuss these matters with his gunsmith. If you have any questions ---call me at x8832

George A. McHugh
Remington Arms Co., Inc.
International Customer Service
Tel: 336-548-8832
Fax: 336-548-8610
george.mchugh@remington.com

-----Original Message-----

From: Mitchell, Christy
Sent: Tuesday, September 14, 2004 11:17 AM
To: McHugh, George
Subject: George, Do you have any suggestions?

Hi George,

If you start from the bottom, this gentleman wants assistance with his 700. Do you have any suggestions?

Customer (shiraz alam)

09/13/2004 11:41 PM

> Dear Chris

I cannot ship the rifle to florida out of India. But can take the parts back to India When you ship them to Florida Or I can Buy them from your Service center. Please help me in my situation. Moreover what is the advantage of changing the Bolt lock As against to having one onthe rible?

>

Response (Christy)

09/13/2004 01:46 PM

Dear Mr. Alam,

If you will ship the rifle to a Remington Repair Center in Florida they can take the bolt lock off. More than likely parts won't have to be replaced. The triggers are restricted and we do not send them out. Only to the Remington Repair Centers listed at the following.

Gun Doc, Inc.
5405 NW 82nd Ave.
Miami, FL 33166
Phone: 305-477-2777
Fax: 305-477-2778
GUNDOCFL@AOL.COM

W.R. Alexander, Gunsmith
1406 Capital Circle N.E.-Suite D
Tallahassee, FL 32308
Phone: 850-656-6176

Customer (shiraz alam)

09/13/2004 01:12 PM

> Dear Chris

Thanks for your reply.

I have a Florida Ship To Address were you can ship the parts. I will pay for it. I do not want you to ship the parts to India.

Please let me know if this would help.

Thanking You

ALAM

>

Response (Christy)

09/13/2004 09:06 AM

Dear Alam,

Unfortunately, we do not offer parts shipments to India at this time. There is not a Remington Distributor that we can ship through. Contact a local gunsmith for this possibility in your country.

Customer (shiraz alam)

09/11/2004 04:27 PM

> Dear Chris

Thanks for your reply. I am overseas in India. I bought this rifle long time back as you can see. There are certain restrictions in my country at the moment. So i can not bring my rifle for modification. COULD YOU PLS PROVIDE ME THE REQUIRED PARTS WITH THE BOLT LOCK SO MY GUN SMITH CAN INSTALL IT FOR ME. I know remington is doing this for FREE. But I am ready to pay you for the cost of the parts.

Pls let me know so i can provide you my credit card details. and the ship to Address. Pls understand my situation. Your help would be greatly appreciated.

Thanking You In Anticipation

Regards

Alam

v

Response (Christy)

09/10/2004 11:15 AM

Dear Mr. Alam,

Your attachment did not come through. Your Model 700 was produced in 1976. Your rifle was originally installed with a bolt-lock, which means you have to put the safety switch on fire before you can open the bolt. We are offering a conversion at a special price if you would like your firearm converted, so that you can open the bolt at anytime with the safety on safe. To view more details regarding this modification, go to:

<http://remington.custhelp.com/cgi-bin/remington.ctg/php/admin/console_util/thread_ifr.php?p_sid=VB6N9nilXS&p_css_mod=2&p_tbl=1&p_id=168563&p_retno=040903-000008&p_ts=1095174878##>
http://www.remington.com/Safety_Modification_Program/remington_safety.htm

Customer (shiraz alam)

09/09/2004 10:24 PM

pls answer to question relating to the bolt lock

Response (Christy)

09/09/2004 02:45 PM

Dear Mr. Alam,

Thank you for your patience. We do not offer any touch-up products, however the following after-market distributor offers a variety of products for the metal finishes.

www.brownells.com

Customer (shiraz alam)

09/03/2004 07:54 AM

There are small finger like marks on my barrel, it seems like the barrel is losing bluing at certain areas. what should i apply in order to make it look even. i tried the luing oil but the applied to part looks new er then the rest of the barrel. it gives a strange look

Christy Mitchell

Remington Arms Consumer Service

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Madison, NC 27025

800-243-9700, ext 8705