

JOHN LOSCHIN

From: McHugh, George
Sent: 10/24/2003 12:44:40 PM
To: Nagle, Thomas J.
CC: Sanita, Dennis J.; Loschin, John; Beigh, Jerry R.; Nickerson, E. Ken; Wainman, David S.; Stout, Robert
BCC:
Subject: Istvan Berczi, DVM, PhD. Manitoba, Canada. M700 rifle repair. RE00067527

To anyone who can help me,

I was told to obtain an export license in August for Mr. Berczi's rifle RE00067527. Mr. Berczi wanted the repair done and paid by VISA. I have since been in communication with Mr. Berczi and Gene's gun repair since then. The export license was sent to David Wainman on October 10. The gun is still sitting in shipping because it is on "invoice hold". Can someone release this so it can be shipped.

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: Istvan Berczi [mailto:berczi@Ms.UManitoba.CA]
Sent: Friday, October 24, 2003 1:13 PM
To: McHugh, George
Subject: Re: Istvan Berczi, DVM, PhD. Manitoba, Canada. M700 rifle repair. RE00067527

Daar Mr. McHugh,

So far I did not receive any information on my rifle and the hunting season is upon us. Would you please be so kind as to look into the situation and tell me when can I expect my rifle back? Thank you very much for everything you may do for me. Sincerely, Istvan Berczi

Subject: Istvan Berczi, DVM, PhD. Manitoba, Canada. M700 rifle repair. RE00067527
Date sent: Mon, 22 Sep 2003 15:44:45 -0400
From: "McHugh, George" <George.McHugh@remington.com>
To: "Istvan Berczi" <berczi@Ms.UManitoba.CA>

> Dear Dr. Berczi,
> I received your fax. We have already performed the service and it is
> ready to be returned to you. to my knowledge, your credit card has
> been charged. I am waiting for the Canadian Import documents that
> will allow me to apply for an export license on my end. Gene's
> Gunsmithing has already posted the necessary documents to me ! I did
> not receive them in today's mail. I estimate that it take two weeks
> to obtain the export license once I have applied for it. There is
> nothing more that you need do, except wait.
>
> George A. McHugh
> Remington Arms Co., Inc.

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> george.mchugh@remington.com

> -----Original Message-----

> From: Istvan Berczi [mailto:berczii@Ms.UManitoba.CA]
> Sent: Monday, September 22, 2003 5:49 PM
> To: McHugh, George
> Subject: Re: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle
> repair. RE00067527

> Dear Mr. McHugh,
> I faxed the repair authorization form to you today. I hope that all
> you will be able to proceed smoothly. Sincerely yours, Istvan Berczi
> Subject: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle
> repair. RE00067527 Date sent: Tue, 9 Sep 2003 14:19:51 -0400
> Priority: Urgent From: "McHugh, George"
> <George.McHugh@remington.com> To: "Istvan Berczi"
> <berczii@Ms.UManitoba.CA>

> > Dear Dr. Berczi,
> > Please send me the information again by email, or to my fax
> > 336-548-8610. I cannot find the fax you have referred to.

> > 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: Istvan Berczi [mailto:berczii@Ms.UManitoba.CA]
> > Sent: Tuesday, September 09, 2003 4:09 PM
> > To: McHugh, George
> > Subject: Re: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle
> > repair. RE00067527

> > Dear Mr. McHugh,
> > I did Fax the authorization form to you last week and gave my
> > credit card number there. I also mailed the original form to your
> > company at the same time. Please charge the entire cost of the
> > repair plus handling costs to my credit card. I hope that this will
> > be satisfactory. Sincerely yours, Istvan Berczi. Subject:
> > Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair.
> > RE00067527 Date sent: Mon, 8 Sep 2003 13:10:39 -0400 From:
> > "McHugh, George" <George.McHugh@remington.com> To:
> > "Istvan Berczi" <berczii@Ms.UManitoba.CA>

> > Dear Dr. Berczi,
> > > I contacted our repair facility on Ilion, NY. They informed
> > > me that they did not receive the \$ 20.00 fee for the
> > > inspection and service performed on your rifle. Did you send
> > > this yet? If not please send it to:
> > > REMINGTON ARMS CO. INC.
> > > P.O. BOX 700

>>> MADISON, NC 27025
>>> USA
>>>
>>> Please note your 'repair' number on your check and any
>>> correspondence you enclose. the number is RE00067527. Although
>>> you will pay \$ 20.00 , you will also be given a 'gift
>>> certificate' from Remington for \$ 20.00 good for Remington
>>> merchandise only. The program that allows this is posted on our
>>> website: www.remington.com . It is called the "Safety modification
>>> program". I copies some of the text below: Here are the basic
>>> program elements:
>>>
>>> "The firearms will be cleaned and inspected and the bolt lock
>>> mechanism will be removed for \$20.00 plus shipping and handling.
>>> We will return the gun to you with a \$20.00 rebate coupon good
>>> towards the purchase of any Remington brand safety product (eye
>>> protection, hearing protection, cable and trigger locks, gun
>>> cabinets and gun safes.)"
>>>
>>> The rifle cannot be shipped direct back to you. I have spoken with
>>> "Gene's Gunsmithing" in Selkirk. I have asked him to obtain the
>>> necessary Canadian papers that I must have to apply for an export
>>> license. I do not know how much longer it will take me to obtain
>>> an export license. You may want to speak with Gene Gunning the
>>> owner of "Gene's..." I would recommend that, in the future, you
>>> should contact Gene's gunsmithing for any repairs before shipping
>>> your firearm out of your country. Gene could have performed all
>>> the same service required without the difficulties and delays
>>> caused by the import-export process.
>>>
>>> George A. McHugh
>>> Remington Arms Co., Inc.
>>> International Customer Service
>>> Tel: 336-548-8832
>>> Fax: 336-548-8610
>>> george.mchugh@remington.com
>>>
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>>> -----Original Message-----
>>> From: Istvan Berczi [mailto:berczii@Ms.UManitoba.CA]
>>> Sent: Friday, September 05, 2003 8:14 PM
>>> To: McHugh, George
>>> Subject: Re: Istvan Berczi, DVM, Phd. Manitoba, Canada, M700 rifle
>>> repair. RE00067527
>>>
>>>
>>> Dear Mr McHugh,
>>> The other day I sent you the authorization for the repair of my
>>> gun.
>>> However, you told me that you actually have done the work already.
>>> I must say that you pesued this matter with the utmost care and I
>>> much appreciate your efforts. If you don't mind I would like to
>>> know where do we stand now with this and that how can I get back
>>> my rifle. I appreciate your advice of dealing with your repairman
>>> in Selkirk, however, I tried to contact him by phone for a couple
>>> of weeks and never succeeded. Because it would have taken much
>>> more effort to go there and to find out what is going on, I rather
>>> sent the gun to you. Also, I trust you much more than I do anyone
>>> else with this sensitive job. I do not see the problem with
>>> exporting this is my rifle. It is registered in my name, so I have
>>> the right to take it across the border if US authoritis let me to
>>> so. At least this is what common sense would dictate. What do we

> > register for if we cannot even claim the rifle which is lawfully
> > ours

I look forwards to hear from you again. Sincerely yours,

> > Istvan Berczi. Subject: Istvan Berczi, DVM, Phd.

> > Manitoba, Canada, M700 rifle repair. RE00067527 Date sent:

> > Wed, 6 Aug 2003 13:17:44 -0400 From: "McHugh,

> > George"

> > <George.McHugh@remington.com> To:

> > <berczil@Ms.UManitoba.CA>, <berczil@Ms.UManitoba.CA> Copies to:

> > "Smith-Wood, Nicole" <Nicole.Wood@remington.com>

> >

> >

> > Dear Dr. Berczi,

> > Your firearm has been repaired.

> > Unfortunately, we cannot ship it
> > directly back to you. The export of a
> > rifle from the U.S.A. requires an
> > export license on our end. I have
> > contacted our warranty repair
> > gunsmith in your province: GENE'S
> > GUNSMITHING in Selkirk (tel:
> > 204-757-4413).

> > I spoke with Gene Gunning, the
> > gunsmith,
> > and he has agreed to secure the
> > necessary Canadian documents that
> > will allow me to apply for an Export
> > license in the U.S.A. If you ever
> > have a problem or need a repair, I
> > recommend that you contact him first
> > before sending your firearm outside
> > of Canada.

> > I tried to reach you at your home
> > telephone and spoke with a very nice
> > lady who only speaks Hungarian.
> > Unfortunately, I cannot converse in
> > this language and was unable to leave
> > a message. I tried your office
> > telephone 204-789-3996. I spoke with a
> > lady at a medical facility who assured
> > me that you are unknown there. Please
> > contact me when (if) you receive my
> > email to discuss your rifle repair.

> >

> > George A. McHugh

> > Remington Arms Co. Inc.

> > International Customer Service

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> > Fax: 336-548-8610

> > george.mchugh@remington.com

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