

Inez Chilton

From: Chilton, Inez
Sent: 09/17/2003 12:56:16 PM
To: Loschin, John
CC:
BCC:
Subject: FW: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527

Nicole sent this to George on 08/06/03. He started he requested the import info at that time.

Thank you :-)
Inez W. Chilton
Senior Consumer Service Rep
Remington Arms Company
P.O. Box 700
Madison, NC 27025
Phone: 800-243-9700
Fax: 336-548-7801
Visit us at remington.com

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

From: McHugh, George
Sent: Wednesday, September 17, 2003 12:39 PM
To: Chilton, Inez
Subject: FW: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527

Inez,
FYI...

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: Monday, September 15, 2003 1:19 PM
To: McHugh, George
Subject: Re: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527

Dear Mr. McHugh,

I only E-mailed you my credit card number and faxed it to another address, which has been received by the shop, you said.

Sincerely, 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 Long, 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

>> -----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 pursued 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 authorities 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:
>> <berczii@Ms.UManitoba.CA>, <berczii@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
> > > Tel: 336-548-8832
> > > Fax: 336-548-8610
> > > george.mchugh@remington.com

> > > This email has been scanned for viruses by McAfee Webshield e500
> > > virus scanner.

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