

## Inez Chilton

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**From:** Loschin, John  
**Sent:** 09/17/2003 02:10:57 PM  
**To:** Chilton, Inez  
**CC:**  
**BCC:**  
**Subject:** RE: Istvan Berczi, DVM, PhD. Manitoba,Canada, M700 rifle repair. RE00067527

Let me know if I need to do something.

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

**From:** Chilton, Inez  
**Sent:** Wednesday, September 17, 2003 12:56 PM  
**To:** Loschin, John  
**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:berczii@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 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](http://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](mailto:george.mchugh@remington.com)

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

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