

## Norma Osteen

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**From:** Evans, Danny  
**Sent:** 07/09/2002 03:07:16 PM  
**To:** Kemp, Lisa; O'Steen, Norma  
**CC:**  
**BCC:**  
**Subject:** RE: Rebate

Lisa,  
Let's have Coresco pay him the \$52.00 for the ear muffs that he purchased.  
Will you call Donna & have her take care of that end.

Norma,  
Will you call Mr. Roux & inform him that we will have him reimburse for the \$52.00  
Tax is an Uncle Sam deal.....cant-help him there.....offer to send him a beautiful Remington hat &  
handsome coffee mug at no charge....to make up for the tax diff. if he so desires!!!!!!!!!!!!!!

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

**From:** Kemp, Lisa  
**Sent:** Tuesday, July 09, 2002 1:32 PM  
**To:** O'Steen, Norma; Evans, Danny  
**Subject:** RE: Rebate

I don't know what the tax is but if he paid \$52 that is what Coresco can send. This is your program and  
Coresco will send whatever you tell them to send. His case is more the exception then the rule.

Lisa Kemp  
Remington Arms Co., Inc.  
870 Remington Drive  
PO Box 700  
Madison, NC 27025  
(336)548-8523  
(336)548-7741 fax  
lisa.kemp@remington.com

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

**From:** O'Steen, Norma  
**Sent:** Tuesday, July 09, 2002 12:17 PM  
**To:** Kemp, Lisa; Evans, Danny  
**Subject:** RE: Rebate

Lisa,

Mr. Roux said he submitted coupons and receipts for approximately \$52.00 (23.95 X 2 + tax). If he  
submitted coupons for \$60 then why are we only considering \$40 for reimbursement?

Norma Wray O'Steen  
Senior Consumer Service Representative  
Remington Arms Company, Inc.  
P.O. Box 700  
Madison, NC 27025-0700  
Phone: 336-548-8787  
Fax: 336-548-7801  
norma.osteen@remington.com  
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-----Original Message-----

From: Kemp, Lisa  
Sent: Tuesday, July 09, 2002 11:27 AM  
To: O'Steen, Norma; Evans, Danny  
Subject: RE: Rebate

Norma,

Donna at Coresco pulled Dennis' rebate and here is what we found. He submitted 3 rebates like he said but he only purchased 2 ear muffs at 23.95 a piece. Coresco paid him \$20 for the first rebate and denied the rest. What I have told them to do is to process the 2nd rebate for \$20. He will need to supply an additional register receipt and upc code to receive the remaining \$20. Please call and let him know that.

Danny,

If this does not sound agreeable to you please let me know what you want done. I am merely the middle man here and more than happy to handle this however you see fit. Thanks!

Lisa Kemp  
Remington Arms Co., Inc.  
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PO Box 700  
Madison, NC 27025  
(336)548-8523  
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lisa.kemp@remington.com

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

From: O'Steen, Norma  
Sent: Tuesday, July 09, 2002 8:55 AM  
To: Kemp, Lisa  
Subject: Rebate

Lisa:

This is the information for the gentleman who sent in three coupons for the 700 Safety Modification Program rebate:

Dennis Roux  
2618 Noble Ave.  
Bakersfield, CA 93306  
661-399-2083

Norma Wray O'Steen  
Senior Consumer Service Representative  
Remington Arms Company, Inc.  
P.O. Box 700  
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