Norma Osteen

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 the 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 \$2:17 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 Visit Remington Country @ www.remington.com

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

Subject to Protective Order - Williams v. Remington

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 the Thanks!

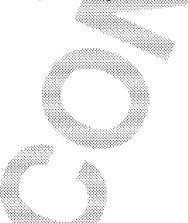
Lisa Kemp Remington Arms Co.,Inc. 870 Remington Drive PO Box 700 Madison, NC 27025 (336)548-8523 (336)548-7741 fax lisa.kemp@remington.com ----Original Message----From: O'Steen, Norma Sent: Tuesday, July 09, 2002 8:55 AM To: Kemp, Lisa Subject: Rebate

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 Madison, NC 27025-0700 Phone: 336-548-8787 Fax: 336-548-7801 norma.osteen@remington.com Visit Remington Country @. www.remington.com



Subject to Protective Order - Williams v. Remington