Norma Osteen

From:Loschin, JohnSent:11/16/2001 04:00:34 PMTo:O'Steen, NormaCC:BCC:BCC:Subject:RE: 700 Commercial

don't forget about the \$6.00 shipping fee. -----Original Message-----From: O'Steen, Norma Sent: Tuesday, November 13, 2001 2:24 PM To: Madison Consumer Services Subject: 700 Commercial

The calls are coming!!! Just a friendly reminder of the pricing:

1. Cleaning and examining the gun – FREE

2. Converting the bolt lock safety to non-bolt lock style - \$20-25

3. Replacing an adjusted trigger - \$42

4. If customer reports a "fire on safe" issue - Gun comes back to factory

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 osteennw@remington.com Visit Remington Country @ www.remington.com

Subject to Protective Order - Williams v. Remington