

Hold for reply before replying

DATE: 4/23/93
TIME: 11 AM
FILE #: _____
CALL IS TO 1 FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mr. Giff DEALER: _____
ADDRESS: Box 5800 + 6000 ADDRESS: _____
PHONE: 601-477-6005 PHONE: _____
PRODUCT: R-93 05444 CODE/S/N: 6869760
CALIBER: M/700

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED
AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: *Different in for 15 yr old custom -
owner is older fellow. wants to get his gun back.
if we replace TR and check over, this will work just
in rifle.*

RESOLUTION: *I agreed to replace since we could not duplicate
customer concern or alleged firing incident.
Assume someone played for bank robbery?
Request letter from customer agreeing to replace*

COMMENTS: *Talked to Mr. Giff - why didn't customer have
rifle checked out after first alleged incident?
Wait it 2 weeks later, then 2 yrs later.*