

DATE : 8/9/90
TIME : 6:10
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Red Morton DEALER: Red's Gunsmithing
ADDRESS: _____ ADDRESS: _____
PHONE: (907) 344-4867 PHONE: _____
PRODUCT: M/700 CODE/S/N: A6381341
CALIBER: 4/16 TAYLOR

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Called to find out what the customer complained
if concerning the above returned rifle — Mr. Morton
stated that the customer was a guide who does not live
in Anchorage, but had given him the rifle stating that at
times it would not cock.

RESOLUTION: _____

COMMENTS: Per agreement, we will ~~not~~ replace present fire control
with a new one at 1/2 normal price as gesture of good will,
and use chrome plated safety lever, if possible.