

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: John AlVAREZ

Company: _____

Street: 213 Copano Street

City: Port Mansfield State: TX ZIP Code: 718598

REF #: _____

A.R.S.

T
O

ATTN: FRED SUPRY

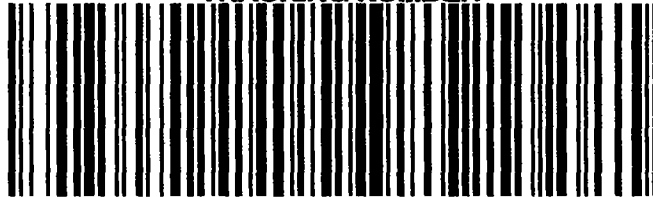
REMINGTON ARMS
14 HOEFLER AVE

ILION NY 13357



UPS GroundTrac®

TRACKING NUMBER



1Z E13 390 06 5000 5842

UPS Authorized Return Service™

01118614

2/97 W



GroundTrac A.R.S. Tracking Number

1Z E13 390 06 5000 5842

REF #/DATE

PS00523

Remington Arms Company, Inc.

Sporting Arms - Ammunition - Targets - Traps

Ilion, NY 13357

10 June 2002

John Alvarez
PO Box 241
Port Mansfield, TX 78598

RE: Model 700 Concern

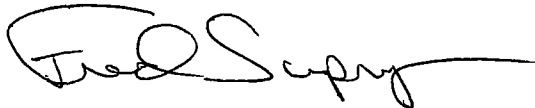
Dear Mr. Alvarez,

We were sorry to learn of the unfortunate incident that you experienced which resulted in damage to your vehicle. As we discussed on the telephone today, I have enclosed an ARS label for your use to return your Model 700 rifle to my attention. Please remove the scope from the rifle prior to shipping it to Remington. Please put a note inside the shipping box with your name, address, telephone number, and a brief description of the incident.

We have agreed to install a new trigger assembly in your rifle, and to reimburse you \$100.00 toward your insurance deductible. Once we receive your rifle we will examine it to try to determine the cause of the incident, and we will let you know what we find. The rifle will be repaired, and returned via UPS to your home address. The check will be mailed to your PO address. It will take about two to three weeks before the check is processed.

I wish you many years of enjoying the shooting sports.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Remington Arms Co.
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606
fred.supry@remington.com

Consumer Affairs/Rifle-Centerfire/2002/Alvarez100602.doc

FLS0601021

Visit our web site: www.remington.com

PS00524