



REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-336-548-8700

November 30, 2000

Charles E. Arbaugh
3415 Parkway
Butte, MT 59701

Dear Mr. Arbaugh:

This is in response to your letter, dated November 10, 2000, regarding the repair of your Model 700.

Manufacturer defects will be repaired at no cost to you. Please send your firearm to our firearms plant in Ilion, NY. To ensure proper shipping, we suggest the following:

- If warranty repair is being claimed, include proof of purchase
- Properly package your unloaded firearm. If you need a box, please call 1-800-243-9700, option Repairs.
- Do not send ammunition with your firearm.
- Include your full address and telephone number
- Include a letter that explains the problem
- Mail to: Remington Arms Company Inc.

Arms Services Division- Repairs

14 Hoefler Avenue

Ilion, New York 13357

Telephone: 1-800-243-9700, option: Repairs

We will acknowledge receipt of your firearm and will advise you of our findings.

We regret that you are experiencing problems with your Model 700. We appreciate the opportunity to be of service to you. If we can be of further assistance, please call us at 1-800-243-9700, 9a.m.-5p.m., EST.

Sincerely,

Laura Watson
Consumer Services