

DATE: 2/24/94
 TIME: 1 PM
 FILE #: _____
 CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Dr. David Borman DEALER: _____
 ADDRESS: _____ ADDRESS: _____
 PHONE: 817-723-8844 PHONE: _____
 PRODUCT: M/700 CODE/S/N: 6304601
 CALIBER: _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: Letter dated 12/13/93 which got misinterpreted stated we are very interested in having the rifle returned. Although it has been repaired by a gunsmith since the incident in 1990.

RESOLUTION: Offered to repair by replacing complete TPA as Mr. Borman requested, as gesture of good will

COMMENTS: Asked about his friend who was injured. He replied he is great, because he is his hunting partner and a friend, all went very well. The company he worked for paid all medical expenses.

Dr. Borman agreed to return rifle -
is offered to have picked up on a call day over

Mr Borman called back - have will pick up at
the following address:

The Gunshop Shop

304 Galveston

Wichita Falls, Tex. 76301

Phone 817-723-5817

Called The Gunshop they have a lot to send up

Call tag to A/S 8/24/94 1:00 PM