

RECEIVING AND ESTIMATING REPORT

#89

ORDER
90-13918

Ramington Arms Company, Inc.
Arms Service Division
Elm, New York 13357

June 20, 1990

Subject: M-700

Dear Sir:

I'm writing in response to your letter regarding the repair of my Ramington firearm which I received the week of April 1, 1990. I feel that after reading your letter you did not understand my intentions and its taken up to now for me to get over my anger to respond. In 1987 I purchased a supermagnum new M-700, 30-06 Ramington rifle, this rifle however did not come with a owners manual or warranty certificate but did come with scratches and dents and not being able to find another rifle like this one in the Twin Cities I decided not to question this one. That fall while firing this firearm for the first time my rifle dryfired two rounds out of ten times and had a some recurring problem the next fall dryfiring 2-3 rounds out of twenty. In the following years I brought my firearm into be serviced by one of your reputable service centers but when my rifle was returned the problems of dryfiring was not resolved and there was severe

Your Repr
Rick
Gar

cosmetic damage done to it and it was charged 29.50
for a cleaning and tube I did not receive. The firearm is
in the same condition it was in when it was returned to me
without the satchel and a scratched and marked belt. As
I expressed in my first letter I hold Remington fully responsible
for the service I have received. I have contacted the Better
Business Bureau and advised them of my problem and they
are willing to help me if cooperation is not met. As a fifteen
year old boy I will be purchasing other firearms in the
future but in order for Remington to remain a good
company in my eyes I expect cooperation. That means I
expect either a full refund or an entirely new rifle. Thank
you for your help in this matter.

Joy Egger
19319 Oxford St.
Ok. River, Mn 55330

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JUL 10 1990

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