

DATE: 4/4/94
TIME: 7:30AM
FILE #: _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: DON FELLICK DEALER: _____
ADDRESS: _____ ADDRESS: _____
PHONE: 412-668-7844 PHONE: _____
PRODUCT: 700 CODE/S/N: _____
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: 60 min (with attitude)

RESOLUTION: Called Customer - spoke with Mr. Fellick - agreed to return rifle for repair.

Call log issued 4/4/94
COMMENTS: Customer stated he has had rifle repaired by Gunsmith. Fault found - dirty