

DATE : 8/9/90  
 TIME : 6:10  
 FILE # : \_\_\_\_\_  
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Red Morton DEALER: Red's Gunsmithing  
 ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
 PHONE: (907) 344-4867 PHONE: \_\_\_\_\_  
 PRODUCT: M/700 CODE/S/N: A6381341  
 CALIBER: 4/6 TAYLOR

CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM \_\_\_\_\_ PLEASED  
 AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM \_\_\_\_\_ PLEASED

CUSTOMER CONCERN: called to find out what the customer complained of concerning the above returned rifle — Mr. Morton stated that the customer was a guide who does not live in Anchorage, but had given him the rifle stating that at times it would not cock.

RESOLUTION: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

COMMENTS: Per agreement, we will ~~not~~ replace present fire control with a new one at  $\frac{1}{2}$  normal price as gesture of good will, and use chrome plated safety lever, if possible.