

Remington Arms Co., Inc.
Product Service
Legal Case #:5309

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219229	1/17/2011	12/6/2010	1/24/2011	12/4/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Zach	Gaskin	681 Main St.	Rockwood	PA	15557		W 814-926-2426 F 814-926-2088 E zgaskin@gfilab.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

12/6/10: Customer called in. He stated that he was hunting with daughter & when he closed the bolt on gun it fired. He purchased it new recently. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	84150	G6940058	BE	1/29/2010 8:19:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/2/2010	HOOVER S OUTFITTING & SUP	TWO PIECE BASE	Y			

CONCERN:FBC,REQUESTS REFUND NOT REPAIR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Refund			\$499		1/24/2011	

Repair/Replacement Cost Repair/Replacement Date

12/6/10: Sending ltr, form, ARS. df 1/24/11: Customer wants refund only. I will submit refund request. I emailed customer letting them know of the refund. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		BE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	

Bolt	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Seller's
Invoice
Date

COPY

Purchase Order No.
Dell Marie Fulcher
Name of Person Originating APV
Product Service Ext 8686
Location/Extension of Originator
1/24/2011
Date Prepared

Seller's Invoice No. _____
Pay To: Zach Gaskin
Street and No. 681 Main St.
City Rockwood State PA Zip Code 15557

% _____ Days; Net _____ Days or _____
Desired Pay Date

Vendor Code 106248
Pmt Method RUSH

Description	Total	
	Dollars	Cents
Refund of firearm per Dell Fulcher Repair# 219229	499	00
Ref# 15557GaskinZach Serial # G6940058		
Case# 5309		
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		
Distribution	Gross	
230145-8850050	499	00
Cost Element/Cost Center	Discount	
Tax	Net	
	499	00

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed:

Signed:

Date:

1/24/2011

For Treasury Use Only	
Date Paid	
Reference No.	
Bank Acct	
USD Amt	
(If in Foreign Currency)	

Sent to A/P Dept. 1/26/11

5309
December 6, 2010

Zach Gaskin
681 Main St.
Rockwood, PA 15557
Ph: 814-926-2426

Ref: # 5309

Dear Mr. Gaskin,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

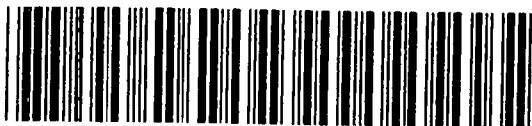
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial
Number:

G6940058

Model: 700



RE00219229

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: 700 SPS Youth Left Hand		Serial Number: G6940058	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Zach Gaskin		Date of Purchase: 12-2-2010	
Address (no PO Boxes): 681 Main Street			
City: Rockwood		State: PA	Zip: 15557
Phone (Daytime): 814-926-2426		Fax: 814-926-2088	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) zgaskin@gfilab.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <p>I purchased 2 of the rifles listed here on the same day, one for each of my kids. On 12-4-2010 while hunting with my 11 year old I noticed that the action was half open. While pointing it in a safe direction and with the safety on I closed the action and the rifle discharged. My 11 year old will not touch the rifle now and I am concerned this will cause problems. I am requesting a full refund and I am not interested in a repair of this rifle. Attached is a copy of the receipt.</p>			
19 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: .243	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: New
How often do you clean the bore? (Months or Number of rounds) New
How often do you clean the action? (Months or Number of rounds) New
How often do you clean the trigger assembly? (Months or Number of rounds) New
Brand of lubricant used: New
How often do you lubricate the bore? (Months or Number of rounds) New
How often do you lubricate the action? (Months or Number of rounds) New
How often do you lubricate the trigger assembly? (Months or Number of rounds) New
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) New
What were the services performed?) N/A
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Hoover's Outfitting

2099 Garrett Road, Rockwood, PA 15557
(814) 926-3051

Hours: Mon.-Fri. 10:00 a.m.-7:00 p.m. • Sat. 10:00 a.m.-5:00 p.m.

BUY • SELL • TRADE • FINANCING AVAILABLE

BOUGHT FROM	SOLD TO	APPRAISAL	LAYAWAY <input checked="" type="checkbox"/>
NAME <u>Zach Gaskin</u>		DATE	
ADDRESS <u>936 Main St</u>			
CITY <u>Rockwood</u>		STATE & ZIP <u>PA 15557</u>	
PHONE		DRIVER'S LICENSES	
DESCRIPTION	PRICE	AMOUNT	
① Remington 700		1599.99	
S&P Smith 2420		429.99	
② Remington 700		169.99	
S&P Smith 2420		169.99	
soft handed	Tax	81.00	
③ Bushnell Elite	KP	10.00	
3800 3-9 X40	Tax	1440.98	
Mattie		50.00	
SUBTOTAL		1592.95	
TAX			
SIGNATURE <u>[Signature]</u>		TOTAL	

90 Day Layaway - No Refunds on Layaways
1% Per Month Finance Charge on Layaways

HOOVER OUTFITTING
* YOUR RECEIPT *

814 926 3051

12-02-2010 MC #:0200
CALVIN

GUN DEPT	*7.99T1
GUN DEPT	*7.99T1
GUN DEPT	*13.99T1
GUN DEPT	*7.99T1
GUN DEPT	*7.99T1
GUN DEPT	*6.99T1
GUN DEPT	*6.99T1
GUN DEPT	*509.99T1
GUN DEPT	*499.99T1
GUN DEPT	*169.99T1
GUN DEPT	*169.99T1
DEPT 2	*10.00
	*84.59T1

TOTAL *1504.48
CASH *50.00
CASH *1454.48

PM 4-51

M-F 10-7 SAT 10-5
PLEASE COME AGAIN



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5309 rifle			

LABEL INFORMATION

MAIL LABEL TO: Zach Gaskin 681 Main St. Rockwood, PA 15557 Ph: 814-926-2426
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066728773
REF 1:ZACH GASKIN/CD/DMF
REF 2:5309/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.42 PUB+HANDLING 7.42

