

Remington Arms Co., Inc.
Product Service
Legal Case #:7265

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/12/2012		1/11/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Guillot	939 Avery Pkwy	New Braufels	TX	78130		W 832-385-4282 E michael.guillot@edwardjones.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in roof of deer blind	Cause:4079 Other - Unexamined		Unknown
S	Concern:1007 Fired on Safe Release			
C				

1/12/12 Per call from Guillot, he went out to shoot pigs yesterday and did not shoot any so he was unloading the gun and when he released the safety it fired. This model has a bolt lock. He went through the same scenario this morning and it happened again.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

Father gave to him

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
	Repair/Replacement Cost	Repair/Replacement Date				

1/12/12 Emailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

ATTN: Prod Serv #7265



Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	01/12/2012
SR00009501		Date Printed:	01/12/2012
Customer:		Destination:	
MICHAEL GULLOT		Arms Services	
939 AVERY PKWY		14 Hoefler Ave	
NEW BRAUFELS, TX 78130 US		Ilion, NY 13357 US	
Email: michael.gullot@edwardjones.com		Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Fired on safety release.cm

Parts And Service Details			Qty	Warranty	Price	Disc	Amount
Material	Type	Description	Needed				
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.					Sub Total:		.00
					Est Sales Tax:		.00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00009501
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #7265



ARS LABEL REQUEST FORM

DATE: 01/12/2012	Service Request # SR00009501
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:	Remington Se PO Box 700 Madison, NC www.Reming	<i>Michael . guillot @edwardjones. com</i>
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LABEL I	
MAIL LABEL TO:	MICHAEL GU 939 AVERY P NEW BRAUF SR00009501 Email: michael
RETURN ITEM TO:	ILN Arms Services



4XX596 JAN 12, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969067936420 ALL CURRENCY USD
 REF 1:SR00009501
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 12.03		PUB + HANDLING	12.03

ATTN: Prod Serv #7265	
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