

March 16, 2007

Scott Howland
166 Dunbar Road
Windsor, NY 13865

Subject: Model 700 Serial #A6392929
RE: Case # 852

Dear Mr. Howland,

We received your request for reimbursement of damages. My understanding from our conversation on January 30th, you were looking for us to cover the repair of your firearm, the vet bill for your dog and the damages to the floor. However, your recent letter is considerably more than that.

While we feel this incident was due to the trigger assembly being altered/adjusted and could have been prevented with safe gun handling, as a gesture of goodwill, we are offering to cover the incidental damages in the amount of \$766. Should you choose to accept this offer, please sign the enclosed release form and return to me in the enclosed envelope.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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