

BARBER - RE 0011687

safety

Discussion Thread

Response (Chris) 9/7/2006 8:18:50 AM

Dear Mr. Kaiser,

Please notate that in the letter to the repairman. He can contact you if there are any charges if you request it in the letter.

Customer (Jim Kaiser) 9/1/2006 12:41:59 PM

I WILL BE SENDING MY GUN IN FOR REPAIR. It will contain a detailed description of the problem. If any charges are do notify me before continuing. Thanks for your quick response on this mater.

Response (Chris) 9/1/2006 6:50:10 AM

Dear Mr. Kaiser,

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you discontinue using this firearm and send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

http://www.remington.com/support/repair_services/factory_repair_form.asp

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

http://www.remington.com/support/warranty/

BARBER - RE 0011688

JimK@westway.com]

Sent: Thursday, August 31, 2006 3:00 PM

To: Partners

Subject: safety

Hi I have a model 700 inline muzzle loader. It had an accidental fire on me about a year after I got it. I found that if you take the trigger completely apart at lease annually and clean you can eliminate that problem. I like the gun so recommended it to my Brother in law. His son was going hunting with it and it went off and was a near miss. Very scary. What happens is when you go from safe to fire it goes off automatically. My home phone is 1-337-566-2180 if you need any further info. Thanks.

JIM KAISER

MANAGER

WESTWAY FEED PRODUCTS

PORT ALLEN LA.

225/336/2196 OFFICE

225/281/3071 CELL

225/336/2198 FAX

BARBER - RE 0011688

RE0011628