

BARBER - RE 0011782

model 700

Discussion Thread

Response (Andrew) 3/24/2008 8:44:35 AM

Dear Mr Allen,

Thank you for contacting Remington Country!

If you send your original box to our factory when shipping a rifle in for repair, it is our policy that the original box will not be returned. In order to get in contact with our upper management here at Remington, I would send a letter detailing your complaint to the following address...

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

Attn: Complaints

Customer (Lacy Allen) 3/21/2008 5:57:17 AM

Thanks for your reply, but your comments were very unfair and blaming to me. That rifle never ever had a screw turned on it , nor had it had any spray put on it . As i told you it was stored in a SAFE locked and closed the entire time. You didnt answer my questions either. Where is my original box i sent to you ? For a company like yours its like pullong teeth to get answers from you. So at this point i want the company Presidents name , address , email etc, where i can contact him , her. It seems all i am getting is the run around and its time i go furter with my problems.

Thanks and best regards,

Mr. Allen.

Response (Andrew) 3/20/2008 7:51:56 AM

Dear Mr Allen,

Thank you for your reply!

I apologize for not getting back with you sooner but I was trying to do some research on this repair. The reason that the factory did not cover this repair under warranty is because it was received in poor condition and there was some type of substance that was sprayed inside the trigger assembly that was done outside of the factory. Materials such as WD-40 when sprayed into a trigger assembly can cause this problem as it congeals over time and can cause the trigger mechanism to seize up or not function properly which can cause an accidental discharge. We did give you that 50% discount to try to help you out with the cost on the repair. I have forwarded you comments and concerns to our product managers for review and if you have any additional questions, please let me know.

Customer (Lacy Allen) 3/18/2008 11:23:59 AM

What does it take to get a response / reply from your company ? I have sent to emails without a single reply to it.

Customer (Lacy Allen) 3/14/2008 9:57:31 AM

Thanks for contacting me on my issue. First , i have and still own many Remington firearms. I have never had to return any of them in the past until resently. I under stand the rifle i returned was out of warranty but the nice lady in customer service said that i should return it and a decision would be made in repairing it. It was only fired 2 times and the second round the rifle fired as i closed the bolt , never touching the trigger at all. I boxed the rifle up and didnt see the notice to put a letter inside the box until i had already sealed it up, so i put the letter explaining ever detail on the outside of my original box that my rifle came in.

BARBER - RE 0011782

RE0011722

Well i keep checking your website to see what progress was happening to the rifle. What seemed like a couple weeks and no info no my rifle i called your company. I was told that, that there no letter explaining what to do to the rifle.

Well as i said before i put the letter on the outside of the box in a QUOTE Packing List QUOTE sealed envelope. Well it seemed that your people didnt make an effort to get my letter off the box to send it with the rifle .

Well it was determined by your repair people that there was a sticky substance on the trigger and bolt assembly . Then i checked your website again to see that the repair was on hold until i agreed to pay for the repair. I called customer servire and i said hey it misfired and now its going to cost me \$ 74.50 which the billing said was 50 % discounted . The gentleman said it was 12 years old and sticky substance was in it, Like i put it there, the rifle was keep in a safe never had a screw turned on it but somehow i got a sticky a substance in the rifle.

Well now u have my defective rifle that i have paid to sendback to your company and now i have to agree to \$ 74.50 to fix it. Including clean it and test it. I mean like wow, you fixed it and i have to pay you to text your repair, well i wasnt so happy but agreed to pay. Several more weeks pass and it comes back to me. I am anxious to see it and the new parts and to my astonishment i see that i didnt get my original box back with my rifle. If your personal dont know they should be trained that ANY weapon of any kind is worth alot more when sold IF the original box is with it.

So after i cooled down i went to your website only to see that i couldnt find an email adress for customer servire so i tried what i tried and i guess i got through to you somehow.

Well anyways i hope you get this email and if so your reply would be greatly appreciated. By the way the repair order number was RE00138823

Mr. Lacy Allen

Customer (Lacy Allen) 3/8/2008 12:27:15 PM

Thanks for contacting me on my issue. First , i have and still own many Remington firearms. I have never had to return any of them in the past until resently. I under stand the rifle i returned was out of warranty but the nice lady in customer service said that i should return it and a decision would be made in repairing it. It was only fired 2 times and the second round the rifle fired as i closed the bolt , never touching the trigger at all. I boxed the rifle up and didnt see the notice to put a letter inside the box until i had already sealed it up, so i put the letter explaining ever detail on the outside of my original box that my rifle came in.

Well i keep checking your website to see what progress was happening to the rifle. What seemed like a couple weeks and no info no my rifle i called your company. I was told that, that there no letter explaining what to do to the rifle.

Well as i said before i put the letter on the outside of the box in a QUOTE Packing List QUOTE sealed envelope. Well it seemed that your people didnt make an effort to get my letter off the box to send it with the rifle .

Well it was determined by your repair people that there was a sticky substance on the trigger and bolt assembly . Then i checked your website again to see that the repair was on hold until i agreed to pay for the repair. I called customer servire and i said hey it misfired and now its going to cost me \$ 74.50 which the billing said was 50 % discounted . The gentleman said it was 12 years old

BARBER - RE 0011784

and sticky substance was in it, Like i put it there, the rifle was keep in a safe never had a screw turned on it but somehow i got a sticky a substance in the rifle.

Well now u have my defective rifle that i have paid to sendback to your company and now i have to agree to \$ 74.50 to fix it. Including clean it and test it. I mean like wow, you fixed it and i have to pay you to text your repair, well i wasnt so happy but agreed to pay. Several more weeks pass and it comes back to me. I am anxious to see it and the new parts and to my astonishment i see that i didnt get my original box back with my rifle. If your personal dont know they should be trained that ANY weapon of any kind is worth alot more when sold IF the original box is with it.

So after i cooled down i went to your website only to see that i couldnt find an email adress for customer servire so i tried what i tried and i guess i got through to you somehow.

Well anyways i hope you get this email and if so your reply would be greatly appreciated. By the way the repair order number was RE00138823

Mr. Lacy Allen

Response (Andrew) 3/6/2008 7:41:24 AM

Dear Lacy,

Thank you for contacting Remington Country!

What is the reason for your complaint? If you can send me that information, I will attempt to help you in any way possible and if necessary I will forward your information to upper management for review.

Customer (Lacy Allen) 3/5/2008 9:04:16 AM

Do you have a email address for customer complaints?