

DATE: P. 2

TIME: \_\_\_\_\_

FILE #: \_\_\_\_\_

CALL IS TO / FROM CUSTOMER

## RECORD OF TELEPHONE CALL

CUSTOMER NAME: ZIEHELISDEALER: CHANDLER MT

ADDRESS: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

PHONE: \_\_\_\_\_

PRODUCT: \_\_\_\_\_

CODE/S/N: \_\_\_\_\_

CALIBER: \_\_\_\_\_

## CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM \_\_\_\_\_ PLEASED

AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM \_\_\_\_\_ PLEASED

CUSTOMER CONCERN: Per RBS - called dlr who will check  
both guns as a courtesy get n/ of g/w +  
bill Remington The other option is to  
for dlr to send both guns to a Union for  
check.

RESOLUTION: Note - Dlr. said customer left  
a copy of the Industry article written  
by lawyer-ATTY news letter.

COMMENTS: To get back to me re disposition  
of other 2 guns (700 ss + plod 700).