

DATE: 11/26/93TIME: 7:55

FILE #: _____

CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Pat McInnis DEALER: _____

ADDRESS: _____ ADDRESS: _____

PHONE: _____ PHONE: _____

PRODUCT: Sgt. 70 CODE/S/N: _____CALIBER: 30-06 _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE X ANGRY _____ CALM _____ PLEASEDAT END: X IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: Subs. 70 express - (I had left message on 11/25/93 - replace my w/ as guest. of you'll. Customer really maintained he couldn't meet you & that it had been in 3X + could prove it by paperwork. He said to keep gun + he would

3100 hrs.
RESOLUTION: write WPA etc etc. I need since he could never trust gun, we'd replace w/ a 700 ADL-30-06 strictly as guest. of goodwill as best deal we're prepared - really a maintenance concern.

COMMENTS: Customer pleased. FIC handling w/ status call. Gun in exchange for Sgt 70