

559
519

DATE: 12/14/92
 TIME: 8:05 - 8:50
 FILE #: _____
 CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mike Payne DEALER: _____
 ADDRESS: file ADDRESS: _____
 PHONE: _____ PHONE: _____
 PRODUCT: 700 CODE/S/N: _____
 CALIBER: 300 Win Mag

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Gave him results per Bill Ericson + Kevin Green — couldn't duplicate incident so we can return as received, put new trig. away in to give confidence or replace gun due to long wait (Oct 91) he experienced. He asked for all M700 production calibers + will call

RESOLUTION: RHP after he shops around + checks retail stores for 700 55 700 win mag especially. Asked about sling strap. I said at cost of 9.00. I thought Ben would pay for those. will call back

COMMENTS: _____

