

DATE : 8/9/90  
TIME : 6:10  
FILE # : \_\_\_\_\_  
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Red Morton DEALER: Red's Gunsmithing  
ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
PHONE: (907) 344-4867 PHONE: \_\_\_\_\_  
PRODUCT: M/700 CODE/S/N: A6381341  
CALIBER: 4/16 TAYLOR

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Called to find out what the customer complained  
if concerning the above returned rifle - Mr. Morton  
stated that the customer was a guide who does not live  
in Anchorage, but had given him the rifle stating that at  
times it would not cock.

RESOLUTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COMMENTS: Per agreement, we will ~~not~~ replace present fire control  
with a new one at 1/2 normal price as gesture of good will,  
and use chrome plated safety lever, if possible.