

March 21, 2001

Randy Wright
157 Lake View Dr.
Cedar Creek, TX 78612

Dear Mr. Wright:

This is in response to your letter, regarding the repair of your Model 700.

We can install the non-bolt lock safety on your firearm at our factory. The cost of this repair is approximately \$45. Based on the information provided in your letter, we suggest sending your rifle to our factory in Ilion, NY. To ensure proper shipping, we suggest the following:

- If warranty repair is being claimed, include proof of purchase
- Properly package your unloaded firearm. If you need a box, please call 1-800-243-9700, option Repairs.
- Do not send ammunition with your firearm.
- Include your full address and telephone number
- Include a letter that explains the problem
- Mail to: Remington Arms Company Inc.

Arms Services Division- Dept Repairs
14 Hoeller Avenue
Ilion, New York 13357

Telephone: 1-800-243-9700, option: Repairs

We will acknowledge receipt of your firearm and will advise you of our findings.

We appreciate the opportunity to be of service to you. If we can be of further assistance, please call us at 1-800-243-9700, 9a.m.-5p.m., EST.

Sincerely,

Laura Watson
Consumer Services