

April 30, 2003

Mr. Joel Krause
105 Addie Court
Missoula, MT 59803

Dear Mr. Krause:

This letter is in response to your recent correspondence, regarding the \$20 Remington Safety Rebate offer.

We apologize for any misunderstanding regarding the rebate offer. This offer is not valid for reimbursement for charges incurred for the actual safety modification. The \$20 Remington Safety Rebate offer is only valid on the purchase of the following products: Remington safes, Remington ear muffs, Remington brand safety glasses, and Remington locking devices.

We will gladly process your \$20 rebate request once we receive the proper documentation. That will include the original cash register receipt showing the store name, price paid and the UPC code for the item(s). For safes please provide serial number. Please allow 8 weeks for rebate processing and delivery.

We appreciate your support of Remington products; if we can be of further assistance, please contact us at 800-243-9700, Monday – Friday, 9:00 am – 5:00 pm, EST.

Sincerely,

T. Frederick
Consumer Service