

November 17, 2004

Harry P. Lucal
5109 Delematre Rd.
Monroeville, OH 44847

Dear Mr. Lucal:

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,

Dell Fulcher
Consumer Service ext. 8786

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com