

Remington 243 Model 700 Serial # 6400476

Discussion Thread

Response (Laura)

11/7/2000 8:03:27 PM

At 11/06/2000 03:24 PM we wrote -

Dear Mr. Henson,

This is response to your recent communication regarding the repair of your Remington firearm. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

Please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
3. Remove all accessories from your firearm to prevent loss or damage.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Ship to:

Remington Arms Company, Inc.  
Attn: Arms Services Division/Repairs  
14 Hoefler Avenue  
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

At 11/07/2000 05:00 PM we wrote -

Dear Mr. Henson,

we are sending you a prepaid UPS shipping label to send your firearm to the factory for evaluation. You should be receiving this in the next few days. If you wish to ship your firearm to us sooner, you can send us a copy of your shipping receipt and we can reimburse you for the ground shipping charges. You can mail or fax a copy of this receipt to the address below:

Remington Arms Co.  
Attn: Parts & Repair  
870 Remington Dr.  
PO Box 700  
Madison, NC 27025  
fax: 336-548-7801  
1-800-243-9700

Thank you.  
Sincerely,  
Remington Arms Co.