

Model 700 Safety

Discussion Thread

Response (Laura) 2/19/2001 7:00:39 PM

At 02/08/2001 04:56 PM we wrote -

Dear Mr. Larson,

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 02/12/2001 04:25 PM we wrote -

Dear Mr. Larson,

Thank you for your response. We appreciate you giving us the opportunity to be of service to you.

At 02/16/2001 04:09 PM we wrote -

Dear Mr. Larson,

Our factory has received your rifle. They will send you paperwork on their findings and what work is done when they send it back to you.

At 02/19/2001 03:59 PM we wrote -

Dear Mr. Larson,

We have received your firearm on 2/16/01. The repair number is 23114. You can contact the Repair Department at 1-800-243-9700 M-F 9-5 EST to check on the status of your firearm.

Customer 2/8/2001 6:30:36 PM

A TV program informed me of a general problem with the Model 700 safety mechanism. I have one of these rifles.