

Re: Hello: My name and Address is ... [Incident:remington010209-0025]

Discussion Thread

Response (Laura) 2/13/2001 5:11:51 PM

At 02/13/2001 02:10 PM we wrote -

Dear Mr. Pribble,

This is in 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 Iliion, 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 Dept TPA  
14 Hoefler Avenue  
Iliion, 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.

Customer (Chester Pribble) 2/11/2001 3:00:20 PM

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 >From: info@remington.com  
 >To: cpribble@cub.kcnet.org  
 >Subject: Hello: My name and Address is ... [Incident:remington010209-0025]  
 >Date: Fri, Feb 9, 2001, 1:47 PM  
 >

>Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

>If we do not hear from you within 48 hours we will assume your issue has been resolved.

>Thank you for allowing us to be of service to you.

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