

I have a 700 BDL 300 Win Mag. This gun has discharged accidentally twice. Onc...

Discussion Thread

Response (Laura) 2/15/2002 11:03:12 AM  
Dear Mr. White,  
Our gunsmiths will determine if there is a charge once they have the opportunity to evaluate your firearm.

Customer (Roderick White) 2/13/2002 5:30:45 PM  
Is there a fee for this service, or is this work performed as a service from Remington to apply necessary safety modifications?

Thank you,

Rod White

-----Original Message-----  
From: info@remington.com [mailto:info@remington.com]  
Sent: Thursday, February 14, 2002 1:27 PM  
To: roderick.white@amedd.army.mil  
Subject: [Incident 020213-000079] I have a 700 BDL 300 Win Mag. This gun has discharged accidentally twice. Onc...

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response. We will assume your issue has been resolved if we do not hear from you within 48 hours.  
Thank you for allowing us to be of service to you.

Subject

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Discussion Thread

Response (LAURA) - 02/14/2002 02:27 PM  
Dear Mr. White,  
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.

For U.S. repairs, 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.