

safety

Discussion Thread

Response (Laura) 3/15/2002 11:25:10 AM
 Dear Mr. Spence,
 The Safety Modification Program just started. We will be happy to send you the rebate coupon. We thank you for your patience, you should receive the coupon in a few weeks.

Customer (Stan Spence) 3/13/2002 9:49:37 PM
 <html><div style='background-color:'><DIV>
 <P>

</P></DIV>
 <DIV></DIV>
 <DIV></DIV>>From: info@remington.com
 <DIV></DIV>>To: stan_cindy18@hotmail.com
 <DIV></DIV>>Subject: [Incident 020313-000146] safety
 <DIV></DIV>>Date: Fri, 15 Mar 2002 11:25:11 -0500 (EST)
 <DIV></DIV>>
 <DIV></DIV>>Recently you requested personal assistance from our on-line support
 <DIV></DIV>>center. Below is a summary of your request and our response.
 <DIV></DIV>>We will assume your issue has been resolved if we do not hear from you
 <DIV></DIV>>within 48 hours.
 <DIV></DIV>>Thank you for allowing us to be of service to you.
 <DIV></DIV>>
 <DIV></DIV>>
 <DIV></DIV>>Subject
 <DIV></DIV>>-----

<DIV></DIV>>safety
 <DIV></DIV>>
 <DIV></DIV>>
 <DIV></DIV>>Discussion Thread
 <DIV></DIV>>-----

<DIV></DIV>>Response (LAURA) - 03/15/2002 11:25 AM
 <DIV></DIV>>Dear Mr. Spence,
 <DIV></DIV>>The Safety Modification Program just started. We will be happy to send you the rebate coupon. We thank you for your patience, you should receive the coupon in a few weeks.
 <DIV></DIV>>
 <DIV></DIV>>Customer (Stan Spence) - 03/13/2002 09:49 PM
 <DIV></DIV>>
 <DIV>
 <DIV>Hello, My name is Stan Spence. On 3-30-01 I received my model 700 back from you after you repaired it. You put in a trigger assembly cleaned it and tested it. The invoice # is 40768174. The repair order # is RE00024800. I had a safety concern with it firing when unloading it. You charged me \$41.24. Now I see you have a safety modification program. Is my gun alright? I paid you that money and did not get a rebate coupon. That is one thing you could do. You knew you had a problem when I sent my gun to you. You are charging them \$20.00 and I paid \$41.24. You should send me at least a coupon! Thank you. </DIV></DIV>>
 <DIV> </DIV>
 <DIV></DIV>>
 <DIV>Stan Spence</DIV>
 <DIV></DIV>>
 <DIV>1982 51 Street Drive</DIV>
 <DIV></DIV>>