

My dad sent in his Remington rifle for the safety modification program. The qu...

Discussion Thread

Response (Derek) 5/3/2002 8:58:32 AM
 Dear Sir,
 Thank you for your inquiry. Please call ME at 800-243-9700 ext 8775 (DEREK). If you will, when you call, I ask that you bring me up to speed with this issue and we will rectify the problem.

Customer (Robert F Geiger) 5/2/2002 1:57:50 AM

My reply is the message below; He sent the rifle into the Remington address that is giving inb the program and when Remington received the rifle Remington sent the gun to the gunsmith. He was wondering why he has to pay \$32 dollars instead of the \$20 dollars if Remington sent the gun to the gunsmith. And if he isn't N authorized repair center why did Remington send the rifle to that gunsmith instead of fixing it themselves. Thank you

--- info@remington.com wrote:

> Your reply did not process correctly. Please REPLY
 > to this message and
 > enter the text between the specified lines. Your
 > message has been
 > included below.
 >

 > He sent the rifle into the Remington address that
 > was
 > given in the program and then Remington sent it to
 > the
 > gunsmith that contacted him. So he was wondering why
 > he
 > was being charged \$32 by this gunsmith when
 > Remington
 > sent the gun to the gunsmith after he sent it to the
 > address given in the program.
 > Thank you
 > --- info@remington.com wrote:
 > > 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

 > > My dad sent in his Remington rifle for the safety
 > > modification program. The qu...
 > >
 > >
 > > Discussion Thread
 > >