

> we do charge \$20 at our factory and Remington Authorized Repair Centers
 > for
 > this work. If you have any further questions, please contact our Parts &
 > Repair department at 1-800-243-9700.

> >
 > > Customer (Richard Sanders) - 05/20/2002 03:46 PM
 > > Dear Sirs,

> >
 > > My rifle was the subject of a safety recall. I contacted your web
 > > page and it directed me to a remington dealer in Milwaukee, WI. Badger
 > > Outdoors, Inc. I took my rifle there and they fixed it. According to
 > > your
 > > info the repair was to be free. The manager at the dealer said they were
 > > no
 > > longer a Remington repair center so I had to pay \$20.00. They were very
 > > nice and fixed my rifle correctly but were emphatic that they were no
 > > longer

> > a remington representative. How will you reimburse me for my
 > > inconvenience
 > > and why would your web page still show them as a dealer. There is
 > > obviously
 > > some discord between them and you and I was caught in the middle. I have
 > > my
 > > repair receipt and await your response. Thank you Richard G. Sanders

> >
 > >
 > > Question Reference #020520-000053

> > -----
 > > Topic: -Unknown-
 > > Contact Information: clamman@centurytel.net
 > > Date Created: 05/20/2002 03:46 PM
 > > Last Updated: 05/22/2002 03:03 PM
 > > Status: waiting

> >
 > > If your issue remains unresolved, please update this question at

> >
 > > [http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_s
 > > ubmit.php?p_userid=clamman@centurytel.net&p_enc_passwd=&p_next_page=myq_upd.
 > > php&p_refno=020520-000053&p_created=1021923974](http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=clamman@centurytel.net&p_enc_passwd=&p_next_page=myq_upd.php&p_refno=020520-000053&p_created=1021923974)

> >
 > > You may also update this question by replying to this message. Because
 > > your reply will be automatically processed, you MUST enter your reply
 > > in the space below. Text entered into any other part of this message
 > > will be discarded.

> >
 > > [====> Please enter your reply below I was told the repair would be free
 > > and that the gun would also be cleaned because of the inconvenience of the
 > > repair. I was told this by a female employee when I called remington by
 > > telephone awhile back. Badger also said that I could submit my receipt for
 > > 20.00 for a like amount in your product. I did not imagine these facts.
 > > Thankn you <====]

> >
 > > [====> Please enter your reply above this line <====]

> >
 > > -----
 > > We hope that this information will be helpful to you. If we
 > > can be of further assistance, please contact us at
 > > 1-800-243-9700, M-F, 9am-5pm EST.

> >
 > > Remington Arms Co. -- America's oldest Gunmaker