

rifle repair costs

Discussion Thread

Response (Laura) 10/15/2002 10:23:25 AM
 Dear Mr. Chapman,
 Our firearms have a two year warranty against manufacturers defects. They do not carry a lifetime warranty. As noted on the repair paperwork, "Upon receipt sear safety cam seized up from being covered with heavy sticky substance. Poor Care. Clean action and replace trigger assembly 1/2 MSP"

We repaired this firearm at a significant discount even though it was not covered by our warranty and was not due to any type of warranty issue. The firearm came to us in fair condition and was not properly maintained. This would not be covered by any type of warranty. We feel a 50% discount on the cost of this part was more than fair on this repair.

Customer (James Chapman) 10/11/2002 2:38:21 PM
 I recently had a Remington 700 repaired for a defective trigger assembly and was billed \$74.81 COD on Invoice # 40946549.

I have owned that rifle since new and have problems related to the bolt and trigger assembly since purchase and two years ago the problem became dangerous when the rifle fired without provocation after a "hang fire" type incident and another when it went off operating the bolt after it failed to fire. Both incidents could have and was nearly catastrophic.

I understood and still find that Remington Arms firearms have a lifetime warranty for failure or defect of factory parts. I believe charging for the above repair to the original owner is not honoring the warranty of Remington Firearms nor good practice for a reputable company

James R Chapman
 Owner, JC Firearms
 (757)678-7526

CONFIDENTIAL