

MY TRIGGER IS BROKE

Discussion Thread

Response (Chris)
Dear Mr. Holland,

8/25/2003 2:31:57 PM

We apologize for the inconvenience you have incurred. We recommend taking the firearm to the following Remington Premier Repair Center for inspection. The warranty is 2 years from the date of original purchase. A copy of the receipt will offer proof of warranty at this repair center.

You can find additional Remington warranty centers at the following section of our site.

<http://www.remington.com/repairsvc/modelselection.asp>

Sports World, Inc.
5800 S. Lewis Ave. Suite 154
Tulsa, OK 74105
Phone: 918-742-4027
Fax: 918-72-3981

Customer (EDDIE HOLLAND)

8/21/2003 1:48:11 PM

HELLO GENTLEMAN, I AM THE ASSISTANT CHIEF OF THE HARRAH POLICE DEPARTMENT. I HAVE PURCHASED OVER 25 NEW POLICE 870'S AND HAVE STAUNCHLY PRONOUNCED MY BELIEF TO THE GUYS AND GALS HERE THAT YOUR PRODUCT WAS BETTER THAN THE CURRENT MOSSBERG POLICE SHOTGUNS AND WON THAT BATTLE, THUS THE ORDER. I PERSONALLY OWN TWO REMINGTON RIFLES THAT I USE TO DEER HUNT WITH, A 700 BDL IN 6MM BULL BARREL AND A VERY OLD 722 IN 6MM THAT IS ACCURATE TO SHOOTING CLOVER LEAFS AT 100YDS. THUS BEING A STAUNCH CUSTOMER FOR MANY YEARS YOU CAN IMAGINE MY DISMAY WHEN I PICKED UP MY 700 ML TO GET IT TWEAKED FOR THIS POWDER SEASON AND FOUND THAT THE SEAR IN THE TRIGGER THAT COCKS THE BOLT HAD BROKEN. THE FIRST TIME IT HAPHAZARDLY CAUGHT THE BOLT AND COCKED IT BUT WHEN I RELEASED THE SAFETY IT FIRED, LUCKILY IT WAS NOT LOADED. I TOOK THE TRIGGER OFF BY PULLING THE TWO PINS AND PART OF THE COCKING SEAR FELL INTO MY HANDS. MY QUESTION IS CAN I SHIP THE TRIGGER MECHANISM BACK TO YOU FOR REPAIR AND IF SO IS THIS A WARRANTEE ITEM. PLEASE RESPOND SOON AS I NEED TO GET THIS REPAIRED QUICKLY, SEASON WILL BE STARTING SOON AND I HAVE TO SHOW THOSE TC AND KNIGHT BOYS UP.