

Warranty Repair

Discussion Thread

Response (Norm) 6/24/2004 10:32:10 AM

Dear David:

Thank you for your inquiry. You can send the firearm into us for evaluation. We could not estimate the cost of the work sight unseen. Please follow the instructions below:

For U.S. repairs, please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

If you have any questions as to the warranty on Remington firearms, please refer to our Firearms Warranty .

Customer (David Darling) 6/24/2004 9:36:48 AM

I purchased a youth model 700 in November 2003 one week before leaving for a hunting trip with my son. The day I bought it, I installed a scope and took it to the range. After firing it two or three times and operating the safety (The safety was very hard to operate) The safety lever broke off. I was incredibly disappointed. I wrote to Remington, they said they would fix it under warranty but it would take 6 weeks and they could not send me or sell me the part, well I could not wait, and I would not teach my child to use a rifle without a safety, so the next night I took the part out and welded it together. I then reassembled the rifle using the torque specs in the owners book. All went well except that there is no torque spec for the plastic trigger guard rear screw and the boss split upon tightening. Everything works, but I would now like to get this rifle repaired. How should I proceed, and how much will it cost me? I live in the Dallas area.