

model seven youth 223

Discussion Thread

Response (Chris)

11/30/2005 6:55:08 PM

Dear Mr. Arnold,

I apologize for the inconvenience and disappointment. I'm glad that McClelland took care of you. They are an excellent Remington Warranty Center.

It is not our intention to have a firearm go out with problems. These are made on a production line however they go through an inspector before shipping. We will address this with our Quality Team.

Customer (James Arnold)

11/21/2005 2:19:36 PM

To whom it may concern:

Due to the delayed response and the fact that deer season is almost over I took the gun to a more qualified dealer (McClelland Gun Shop, 1533 Centerville Rd, Dallas TX, 75228, 214-328-1246). They were able to find a faulty trigger/safety mechanism and are replacing it with another that they have in stock. I assume that they will take the warranty issue up with you guys directly. This is the way that I had expected the dealer that the gun was purchased from to handle it but they showed no concern for our safety and I will not ever visit that establishment again.

I want to tell you how disappointed I was when the youth rifle's safety mechanism malfunctioned. I purchased the Remington because the name means quality. There are a lot of off brands out there that can be purchased at a fraction of the cost of your product and that I would expect this kind of problem from. The youth rifle is short enough that it can easily be pointed at ones self when preparing to point it out of the window of a deer blind. I hope this is an isolated issue and not a common problem with the Model Seven. It is a very serious defect.

Respectfully,

Jim Arnold

-----Original Message-----

From: Remington Information [mailto:info@remington.com]

Sent: Tuesday, November 29, 2005 4:19 PM

To: jimarnold@spacemakerdesigns.com

Subject: model seven youth 223 [Incident:051121-000066]