

- 5. Received with trigger assembly so dirty that Remington is unable to clean it.
  - a. Install new trigger assembly - normal charged repair.
  - b. The majority of the time Remington would install a new trigger assembly not clean and reset the trigger assembly that came with the rifle.

If the trigger is the only reason for the return of firearm, this would be less than \$75, and we would replace without notification to the customer.

- 6. Received with broken parts or missing parts in the trigger assembly.
  - a. Install new trigger assembly - We do not change individual components within the trigger assembly. The trigger assemblies are built, set, inspected and sealed at the trigger assembly area.

- 7. Received with a note that the customer will sign a waiver to get their old trigger assembly returned.

- a. We do not think that this is a good idea since that trigger assembly could be used in another Model 700 rifle.

- b. If it was done, we feel that any customer taking advantage of the \$20.00 exchange cost for the bolt lock modification program should have to pay full price for the trigger assembly.

We will not return the altered trigger assembly to the customer regardless of their request.

Have not faced the need to consider the waiver supplied as of this date.

Scenario - Customer hunts Alaska & wants the bolt lock safety on his gun. However upon return

TPA is in such condition that the trigger requires replacing, we

would if requested relace the TPA with a new TPA & install his old bolt lock arm. Only if the gun was originally

recieved & produced with a bolt lock safety.

(\*\*You cannot put a bolt lock safety on a new (post 1982 non-bolt lock style firearm - the bolt no longer has the cut for the bolt lock arm to engage.)

Work is also going on to change the wording to the tag that we send back with a firearm that we deem as unsafe. The tag will be 3 1/8 inches by 6 1/4 inches - the following warning will be on the tag:

Warning! Your firearm has been inspected  
By our gunsmiths and has been found to be  
In an unsafe condition,  
This firearm should not be fired.  
Firing will create the risk of damage to the  
Firearm and/or possible injury to yourself or others.

The top of the tag will have a place for the gunsmith to list the serial number of the firearm being returned.

The lower portion of the tag will have an area for the gunsmith to list the reason for the firearm being returned.

(examples of above)

- Gun was in a fire & customer refused estimate supplied.
- Barrel is bent from accident & estimate refused.
- Parts not of our manufacture installed