

Remington Arms Co., Inc.
Q&A on Model 700

Section	Question	Answer
Used guns	I bought a used gun what should I do?	Whenever you acquire a used firearm you must have the firearm checked out by a RARC qualified gunsmith BEFORE YOU USE IT. We can help refer you to one or you can look in your local telephone book. Additionally you could send it back to us at the factory and we would be glad to look at it for you: Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue Ilion, NY 13357 Please go to our website and fill out the factory repair form and include it with the firearms when you send it back to us Note: Remind people that they should have their guns checked out periodically by a qualified gunsmith NOTE: An obsolete gun may not be repairable.
Other lawsuits	Is it true you have been sued over xx times?	Remington's policy is not to comment on the details of litigation or potential litigation.
	Please tell me more about the Collins case? What did you settle the Collins case for? Why did you settle the case? I heard you paid over \$20 million	Remington's policy is not to comment on the details of litigation or potential litigation.
	Please advise me as to what the Garza lawsuit was about?	Garza was a class lawsuit settled in 1996. It was an economic value class action lawsuit. See Q&A developed for Garza lawsuit settlement.

Important:

Always finish each call with a discussion around the 10 commandments of safety and ask the customer if they have gone to the website to read the commandments, taken the course. If they are unable to get access to the WEB we would be more than happy to mail them some literature.