

March 5, 2001

John Righter  
PO Box 571  
Troy, MT 59935

Dear Mr. Righter:

This is in reference to your recent letter regarding your Model 700 rifle. You can have your firearm changed to a non-bolt lock safety by sending it to our factory or one of our Remington Authorized Repair Centers. We have included directions to send your firearm in to our factory in Ilion, NY. Manufacturer defects will be repaired at no cost to you. To ensure proper shipping, we suggest the following:

- If warranty repair is being claimed, include proof of purchase
- Properly package your unloaded firearm. If you need a box, please call 1-800-243-9700, option Repairs.
- Do not send ammunition with your firearm.
- Include your full address and telephone number
- Include a letter that explains the problem
- Mail to: Remington Arms Company Inc.  
Arms Services Division- Repairs  
14 Hoefler Avenue  
Ilion, New York 13357  
Telephone: 1-800-243-9700, option: Repairs

We will acknowledge receipt of your firearm and will advise you of our findings. Cost of this type of work will generally run \$45+.

We appreciate the opportunity to be of service to you. If we can be of further assistance, please call us at 1-800-243-9700, 9a.m.-5p.m., EST.

Sincerely,

Laura Watson  
Consumer Service Representative  
Remington Arms Co., Inc.

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