

Response (Laura) 3/15/2002 11:25:10 AM
Dear Mr. Spence,
The Safety Modification Program just started. We will be happy to send you the rebate coupon. We thank you for your patience, you should receive the coupon in a few weeks.

Customer (Stan Spence) 3/13/2002 9:49:37 PM
<html><div style="background-color:'><DIV>
<P>

</P></DIV>
<DIV></DIV>
<DIV></DIV>>From: info@remington.com
<DIV></DIV>>To: stan_cindy18@hotmail.com
<DIV></DIV>>Subject: [Incident 020313-000146] safety
<DIV></DIV>>Date: Fri, 15 Mar 2002 11:25:11 -0500 (EST)
<DIV></DIV>>
<DIV></DIV>>Recently you requested personal assistance from our on-line support
support
<DIV></DIV>>center. Below is a summary of your request and our
response.
<DIV></DIV>>We will assume your issue has been resolved if we do not
hear from you
<DIV></DIV>>within 48 hours.
<DIV></DIV>>Thank you for allowing us to be of service to you.
<DIV></DIV>>
<DIV></DIV>>
<DIV></DIV>>Subject
<DIV></DIV>>-----

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<DIV></DIV>&gt;safety
<DIV></DIV>&gt;
<DIV></DIV>&gt;
<DIV></DIV>&gt;Discussion Thread
<DIV></DIV>&gt;-----
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<DIV></DIV>>Response: (LAURA) - 03/15/2002 11:25 AM
<DIV></DIV>>Dear Mr. Spence,
<DIV></DIV>>The Safety Modification Program just started. We will be happy to send you the rebate coupon. We thank you for your patience, you should receive the coupon in a few weeks.
<DIV></DIV>>
<DIV></DIV>>Customer (Stan Spence) - 03/13/2002 09:49 PM
<DIV></DIV>>
<DIV>
<DIV>Hello, My name is Stan Spence. On 3-30-01 I received my model 700 back from you after you repaired it. You put in a trigger assembly cleaned it and tested it. The invoice # is 40768174. The repair order # is RE00024800. I had a safety concern with it firing when unloading it. You charged me \$41.24. Now I see you have a safety modification program. Is my gun alright? I paid you that money and did not get a rebate coupon. That is one thing you could do. You knew you had a problem when I sent my gun to you. You are charging them \$20.00 and I paid \$41.24. You should send me at least a coupon! Thank you. </DIV></DIV>>
<DIV> </DIV>
<DIV></DIV>>
<DIV>Stan Spence</DIV>
<DIV></DIV>>
<DIV>1982 51 Street Drive</DIV>
<DIV></DIV>>

<DIV>Mt. Auburn, Iowa</DIV>

<DIV></DIV>>

<DIV>52313</DIV>

<DIV></DIV><BR clear=all>

<HR>

Send and receive Hotmail on your mobile device: Click Here

<DIV></DIV>>

<DIV></DIV>>

<DIV></DIV>>Question Reference #020313-000146

<DIV></DIV>>-----

<DIV></DIV>>Contact Information: stan_cindy18@hotmail.com

<DIV></DIV>> Date Created: 03/13/2002 09:49 PM

<DIV></DIV>> Last Updated: 03/15/2002 11:25 AM

<DIV></DIV>> Status: Waiting

<DIV></DIV>>

<DIV></DIV>>

<DIV></DIV>>If your issue remains unresolved, please update this question at

<DIV></DIV>>http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=stan_cindy18@hotmail.com&p_enc_passwd=&p_next_page=myq_upd.php&p_refno=020313-000146&p_created=1016074177

<DIV></DIV>>

<DIV></DIV>>

<DIV></DIV>>You may also update this question by replying to this message. Because

<DIV></DIV>>your reply will be automatically processed, you MUST enter your reply

<DIV></DIV>>in the space below. Text entered into any other part of this message

<DIV></DIV>>will be discarded.

<DIV></DIV>>[====> Please enter your reply below this line <====]

<DIV></DIV>> Thank You

<DIV></DIV>>[====> Please enter your reply above this line <====]

<DIV></DIV>>

<DIV></DIV>>-----

<DIV></DIV>>we hope that this information will be helpful to you. If we

<DIV></DIV>>can be of further assistance, please contact us at

<DIV></DIV>>1-800-243-9700, M-F, 9am-5pm EST.

<DIV></DIV>>

<DIV></DIV>>Remington Arms Co. -- America's Oldest Gunmaker

<DIV></DIV>>870 Remington Drive, Madison, NC 27025

<DIV></DIV>>1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801

<DIV></DIV>>Visit us in Remington Country at http://www.remington.com/

<DIV></DIV>>

<DIV></DIV>>REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!

<DIV></DIV>>Whether you are a beginner or an advanced user,

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<DIV></DIV>>http://www.remington.com/safety/safety.htm

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