

My dad sent in his Remington rifle for the safety modification program. The qu...

Discussion Thread

Response (Derek)

5/3/2002 8:58:32 AM

Dear Sir,

Thank you for your inquiry. Please call ME at 800-243-9700 ext 8775 (DEREK). If you will, when you call, I ask that you bring me up to speed with this issue and we will rectify the problem.

Customer (Robert F Geiger)

5/2/2002 1:57:50 AM

My reply is the message below; He sent the rifle into the Remington address that is giving inb the program and when Remington received the rifle Remington sent the gun to the gunsmith. He was wondering why he has to pay \$32 dollars instead of the \$20 dollars if Remington sent the gun to the gunsmith. And if he isn't N authorized repair center why did Remington send the rifle to that gunsmith instead of fixing it themselves. Thank you

--- info@remington.com wrote:

> Your reply did not process correctly. Please REPLY
> to this message and
> enter the text between the specified lines. Your
> message has been
> included below.
>

> He sent the rifle into the Remington address that
> was
> given in the program and then Remington sent it to
> the
> gunsmith that contacted him. So he was wondering why
> he
> was being charged \$32 by this gunsmith when
> Remington
> sent the gun to the gunsmith after he sent it to the
> address given in the program.
> Thank you

> --- info@remington.com wrote:

> > Recently you requested personal assistance from
> our
> > on-line support
> > center. Below is a summary of your request and our
> > response.
> > We will assume your issue has been resolved if we
> > do
> > not hear from you
> > within 48 hours.
> > Thank you for allowing us to be of service to you.

> >
> >
> > Subject

> > My dad sent in his Remington rifle for the safety
> > modification program. The qu...

> >
> >
> > Discussion Thread
> >

>

> > Response (DEREK) - 05/02/2002 08:48 AM
> > Dear Robert,
> > Thank you for your inquiry. The charge for the
> > bolt
> > lock modification is \$20.00 when it is modified by
> > a
> > Remington Authorized Repair Center or the
> > Remington
> > Factory in Ilion, NY. You can visit the "Safety
> > First" section of our website for detailed
> > instructions on participating in this program.
> >
> > Customer (Robert F Geiger) - 05/02/2002 01:57
> > AM
> > My dad sent in his Remington rifle for the safety
> > modification program. The question he has is a
> > gunsmith called and said Remington sent him the
> > rifle and for \$32 he could do the modification for
> > him. So my dad called your toll free number and
> > talked to someone there at Remington and asked
> > about
> > the price because in the program it states it will
> > cost \$20 to have this done and you will receive a
> > coupon from Remington. The person he talked to said
> > because his rifle isn't under warranty anymore he
> > has to pay the gunsmith the \$32 if he wants safety
> > modification. He was wondering if the Remington rep
> > is correct and if so why does it state it will be
> > done for only \$20 plus shipping. Any help in
> > clearing
> > this misunderstanding would be appreciated. You can
> > e-mail me the response or contact him at.
> >
> >
> > Robert Geiger
> > 1200 4TH AVE NE
> > Mandan ND 58554
> > (701)663-8845
> >
> > Thank You
> >
> >
> > Question Reference #020502-000007
> >

> > Topic: Firearms
> > Contact Information: dedlyred@yahoo.com
> > Date Created: 05/02/2002 01:57 AM
> > Last Updated: 05/02/2002 08:48 AM
> > Status: Waiting
> >
> >
> > If your issue remains unresolved, please update
> > this
> > question at
> >
> >
http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=rfgeiger&p_enc_passwd=c3F1aXJ0MQ==&p_next_page=myq_upd.php&p_refno=020502-000007&p_created=1020319070
> >
> >

> We hope that this information will be helpful to
> you. If we
> can be of further assistance, please contact us at
>
> 1-800-243-9700, M-F, 9am-5pm EST.
>
> Remington Arms Co. -- America's Oldest Gunmaker
> 870 Remington Drive, Madison, NC 27025
> 1-800-243-9700 or 1-336-548-8700--FAX:
> 1-336-548-7801
> Visit us in Remington Country at
> <http://www.remington.com/>
>
> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!
> whether you are a beginner or an advanced user,
> our new Safety Section is a must for everyone.
> <http://www.remington.com/safety/safety.htm>
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Do You Yahoo!?
> Yahoo! Health - your guide to health and wellness
> <http://health.yahoo.com>
>

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> our new Safety Section is a must for everyone.
> <http://www.remington.com/safety/safety.htm>

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<http://health.yahoo.com>