

Dissatisfied with service

Discussion Thread

Response (Chris)

12/27/2004 9:57:04 AM

Dear John:

We regret that you experienced a problem and we appreciate you bringing it to our attention. We have forwarded this message to the supervisor of our field service team. If you will provide us with your mailing address, we will be glad to send this coupon out to you.

Customer (John Elmore)

12/19/2004 2:27:58 PM

I recently had a repair performed on my old 721 under the safety modification program. I am unhappy with the handling of the rifle at the service center (Allison & Carey Gunworks, Portland, Or). I received the rifle from the repair center more than a week ago but just opened the case today. It is an old rifle, and nothing special but it has made it many years without a scratch in the stock. I called the service center on two occasions prior to the maintenance action and expressed my concern that the rifle stock had no scratches and I would appreciate it if they took great care of it. They seemed put out by my request and stated that they were a professional organization and did this work on a daily basis. I received the rifle back and there is a pressure dent in the stock just below the receiver on the left side. It is small but it is a matter of principle. They also failed to send the \$20 rebate coupon that is cited on your web site. Today is Sunday and they are not open. Tomorrow I will give them a call. Just wanted you folks at Remington to know that I have an appreciation for this rifle. It is a matter of pride and I take good care of it and expect the folks at Remington or their authorized representatives to do the same.

Sincerely,
John Elmore

PS, attached is a jpeg of the stock.