Inez Chilton

From: Chilton, Inez

Sent: 09/17/2003 12:57:06 PM To: McHugh, George

CC:

BCC:

Subject: RE: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527

Thanks - you could have just said that you took care of the import license info in Aug.

Thank you :-)
Inez W. Chilton
Senior Consumer Service Rep
Remington Arms Company
P.O. Box 700
Madison, NC 27025
Phone: 800-243-9700
Fax: 336-548-7801
Visit us at remington.com

----Original Message-----From: McHugh, George

Sent: Wednesday, September 17, 2003 12:40 PM

To: Chilton, Inez

Subject: FW: Istvan Berczi, DVM, PhD. Manifoba Canada, M700 rifle repair. RE00067527

Inez, FYI...

George A. McHugh Remington Arms Co., Inc. International Customer Service

Tel: 336-548-8832 Fax: 336-548-8610

george.mchugh@remington.com

----Original Message-----From: McHugh, George

Sent: Friday, September 12, 2003-10:51 AM

To: 'Istvan Berczi'

Subject: Istvan Berczi, DVM, PhD. Manifoba, Canada, M700 rifle repair.

RE00067527

Dear Dr. Berczi,

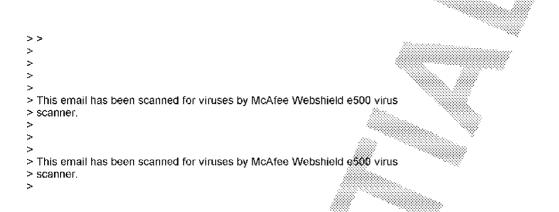
It was good to speak with you yesterday! You were correct! Our repair facility did already have your credit card information. Your trigger assembly has been replaced and the safety has been checked wif not replaced. Your only charge will be \$ 20.00 and for that you will receive a \$ 20.00 coupon good for selected Remington products! All that I need now is the Canadian import document from Gene's Günsmithing so I may apply for an export license on my end.

George A. McHugh Remington Arms Co., Inc.

International Customer Service Tel: 336-548-8832 Fax: 336-548-8610 george.mchugh@remington.com -----Original Message-----From: Istvan Berczi [mailto:berczii@Ms.UManitoba.CA] Sent: Wednesday, September 10, 2003 2:58 PM To: McHugh, George Subject: Re: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifte repair. RE00067527 Dear Mr. McHugh, Pleaase charge the following card for all expenses: VISA 4514 0936 0050 5651 Valid 10/06 Dr. Istvan Berczi I thank you for all the efforts you put up for this cause. Sincerely yours, Istvan Berczi Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527 Subject: Date sent: Tue, 9 Sep 2003 14:19:51 -0400 Priority: Urgent "McHugh, George" < George McHugh@remungton.com> From: "Istvan Berczi" <berczii@Ms.UManitoba.CA> To: > Dear Dr. Berczi. Please send me the information again by email, or to my fax 336-548-8610. I cannot find the fax you have referred to > George A. McHugh > Remington Arms Co., Inc. > International Customer Service > Tel: 336-548-8832 > Fax: 336-548-8610 > george,mchugh@remington.com & > -----Original Message-----> From: Istvan Berczi [mailto:berczii@Ms.UManitoba.CA] > Sent: Tuesday, September 09, 2003 4:09 PM > To: McHugh, George > Subject: Re: Istvan Berczi, DVM, Phd, Manitoba, Canada, M700 rifle > repair. RE00067527 > Dear Mr. McHugh, > I did Fax the authorization form to you last week and gave my > credit card number there. I also mailed the original form to your > company at the same time. Please charge the entire cost of the repair > plus handling costs to my credit card. I hope that this will be > satisfactory. Sincerely yours, Istvan Berczi. Subject: > Berczi, DVM, Rhd, Manitoba, Canada, M700 rifle repair. RE00067527 Date Mon, 8 Sep 2003 13:10:39 -0400 From: "McHugh, > George" <George McHugh@remington.com> To: "Istvan Berczi" > <berczii@Ms.UManitoba.CA> > > Dear Dr. Berzci I contacted our repair facility on Ilion, NY. They informed me >> that they did not receive the \$ 20.00 fee for the inspection

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>>
        and service performed on your rifle. Did you send this yet ?
        If not please send it to:
>> REMINGTON ARMS CO. INC.
> > P.O. BOX 700
> > MADISON, NC 27025
> > USA
>>
> > Please note your 'repair' number on your check and any
>> correspondence you enclose. the number is RE00067527. Although you
>> will pay $ 20..00 , you will also be given a 'gift certificate' from >> Remington for $ 20.00 good for Remington merchandise only. The
> > program that allows this is posted on our website: www.remington.com
>> . It is called the "Safety modification program". I copies some of
> > the text below: Here are the basic program elements:
>> "The firearms will be cleaned and inspected and the bolt lock
>> mechanism will be removed for $20.00 plus shipping and handling. We
> > will return the gun to you with a $20.00 rebate coupon good towards.
>> the purchase of any Remington brand safety product (eye protection)
> > hearing protection, cable and trigger locks, gun cabinets and gutt
> > safes.)"
>>
> > The rifle cannot be shipped direct back to you. I have spoken with
>> "Gene's Gunsmithing" in Selkirk. I have asked him to obtain the
>> necessary Canadian papers that I must have to apply for an export
>> license. I do not know how much longer it will take metro obtain.
>> an export license. You may want to speak with Gene Gunning the owner
>> of "Gene's..." I would recommend that, in the future, you should
>> contact Gene's gunsmithing for any repairs before shipping your
> > firearm out of your country. Gene could have performed all the same
> > service required without the difficulties and delays caused by the
> > import-export process.
>>
> > George A. McHugh
>> Remington Arms Co., Inc.
> > International Customer Service
> Tel: 336-548-8832
>> Fax: 336-548-8610
> > george.mchugh@remington.com
>>
> >
> >
>> -----Original Message----
>> From: Istvan Berczi [mailto:berczii@Ms.UManitoba.CA]
> > Sent: Friday, September 05, 2003 8:14 PM
>> To: McHugh, George
> > Subject: Re: Istvan Berczi, DVM, Phd, Manitoba, Canada, M700 rifle
> > repair. RE00067527
>>
>>
>> Dear Mr McHugh,
>> The other day I sent you the authorization for the repair of my
>> However, you told me that you actually have done the work already. I
> > must say thet you pesued this matter with the utmost care and I much
>> appreciate your efforts If you don't mind I would like to know
> > where do we stand now with this and that how can I get back my
> > rifle. I appreciate your advice of dealing with your repairman in
>> Selkirk, however, I tried to contact him by phone for a couple of
>> weeks and never succeeded. Because it would have taken much more
>> effort to go there and to find out what is going on, I rather sent
>> the gun to you. Also, I trust you much more than I do anyone else
>> with this sensitive job. I do not see the problem with exporting.
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> > this is my rifle, it is registred in my name, so I have the right to
> > take it accross the border if US authoritis let me to so. At least
>> this is what common sense would dictate. What do we register for if
> > we cannot even clame the rifle which is lawfully ours
Haok
> > forwards to hear from you again. Sincerely yours, Istvan Berczi.
                       Istvan Berczi, DVM, Phd. Manitoba, Canada, M700
> > Subject:
> rifle repair. RE00067527 Date sent:
        Wed, 6 Aug 2003 13:17:44 -0400 From:
                                                      "McHugh, George"
> > <George.McHugh@remington.com> To:
        <berczil@Ms.UManitoba.CA>, <berczil@Ms.UManitoba.CA> Copies to:
>>
> >
        "Smith-Wood, Nicole" < Nicole. Wood@remington.com>
>>
>>>
> > Dear Dr. Berczi,
                      Your firearm has been repaired.
>>>
                      Unfortunately, we cannot ship it
>>>
                      directly back to you. The export of a
                      rifle from the U.S.A. requires an
>>>
                      export license on our end. I have
                      contacted our warranty repair gunsmith
>>>
                      in your province: GENE'S GUNSMITHING in
                      Selkirk (tel: 204-757-4413).
                       I spoke with Gene Gunning #166
                       gunsmith,
                      and he has agreed to secure the
                      necessary Canadian documents that will
                      allow me to apply for an Export license
                      in the U.S.A. If you ever have a
> > >
                      problem or need a repair, I recommend
                      that you contact him first, before
                      sending your firearm outside of Canada.
                      I tried to reach you at your home
                      telephone and spoke with a very nice
                     lady who only speaks Hungarian.
                      Unfortunately, I cannot converse in this
                      language and was unable to leave a
>>>
                      message. I tried your office telephone
                     204-789-3996. | spoke with a lady at a
                     medical facility who assured me that you
                     are unknown there. Please contact me
                     when (if) you receive my email to
                     discuss your rifle repair.
>>>
>> Seorge A. McHugh
>>> Remington Arms Co. Inc.
> > International Customer Service
> > Tel: 336-548-8832
> > Fax; 336-548-8610
>> george.mchugh@remington.com
>>>
>>>
>>>
>>> This email has been scanned for viruses by McAfee Webshield e500
>> > virus scanner.
>>>
>>
>>
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> > This email has been scanned for viruses by McAfee Webshield e500
>> virus scanner
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