

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. Manitoba, 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. Manitoba, 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--if 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 Gunsmithing 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 rifle repair. RE00067527

Dear Mr. McHugh,
Please 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

Subject: Istvan Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527
Date sent: Tue, 9 Sep 2003 14:19:51 -0400
Priority: Urgent
From: "McHugh, George" <George.McHugh@remington.com>
To: "Istvan Berczi" <berczii@Ms.UManitoba.CA>

> 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: Istvan
> Berczi, DVM, PhD. Manitoba, Canada, M700 rifle repair. RE00067527 Date
> sent: Mon, 8 Sep 2003 13:10:39 -0400 From: "McHugh,
> George" <George.McHugh@remington.com> To: "Istvan Berczi"
> <berczii@Ms.UManitoba.CA>

> Dear Dr. Berczi,

>> I contacted our repair facility on Ilion, NY. They informed me
>> that they did not receive the \$ 20.00 fee for the inspection

MAE00016494

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> scanner.

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