

## JOHN LOSCHIN

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**From:** Chilton, Inez  
**Sent:** 09/17/2003 12:56:15 PM  
**To:** Loschin, John  
**CC:**  
**BCC:**  
**Subject:** FW: Istvan Berczi, DVM, PhD. Manitoba,Canada, M700 rifle repair. RE00067527

Nicole sent this to George on 08/06/03. He started he requested the import info at that time.

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 12:39 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:** Istvan Berczi [mailto:berczi@Ms.UManitoba.CA]  
**Sent:** Monday, September 15, 2003 1:19 PM  
**To:** McHugh, George  
**Subject:** Re: Istvan Berczi, DVM, PhD. Manitoba,Canada, M700 rifle repair. RE00067527

Dear Mr. McHugh,

I only E-mailed you my credit card number and faxed it to another address, which has been received by the shop, you said.

Sincerely, 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 in Iion, NY. They informed me  
>> that they did not receive the \$ 20.00 fee for the inspection  
>> 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 gun  
>> 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 me to 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  
>> gun.  
>> However, you told me that you actually have done the work already. I  
>> must say that 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,  
>> this is my rifle, it is registred in my name, so I have the right to  
>> take it accross the border if US authorities 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  
I look

>> forwards to hear from you again. Sincerely yours, Istvan Berczi.  
>> Subject: Istvan Berczi, DVM, Phd. Manitoba,Canada, M700  
>> rifle repair. RE00067527 Date sent:  
>> Wed, 6 Aug 2003 13:17:44 -0400 From: "McHugh, George"  
>> <George.McHugh@remington.com> To:  
>> <berczii@Ms.UManitoba.CA>, <berczii@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, the  
>>> 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. I 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.

>>> George 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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