

Inez Chilton

From: McHugh, George
Sent: 09/17/2003 01:01:07 PM
To: Chilton, Inez
CC:
BCC:
Subject: RE: Istvan Berczi, DVM, PhD. Manitoba,Canada, M700 rifle repair. RE00067527

Inez,

Actually, I haven't taken care of the export license yet. I haven't even begun. I must wait for Gene's Gunsmithing in Canada to obtain an IIC form to send to me to allow me to apply. I still do not have it. I have spoken or written to the customer at least once a week since then. He knows all about this. He was supposed to call Gene's Gunsmithing and do what he needs to do to get the ball rolling on his 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: Chilton, Inez
Sent: Wednesday, September 17, 2003 12:57 PM
To: McHugh, George
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 Dale
> 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
>> 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: 336-548-8810
>> george.mchugh@remington.com

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>> -----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 pursued 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, Frather 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 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.
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

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> > This email has been scanned for viruses by McAfee Webshield e500
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