

From: Donna Whitley
Sent: 2/24/2003 3:47:56 PM
To: Kemp, Lisa
CC:
BCC:
Subject: FW: Remington Safety Modification Program

-----Original Message-----

From: Donna Whitley
Sent: Friday, February 21, 2003 9:36 AM
To: 'BearSeas@aol.com'
Subject: RE: Remington Safety Modification Program

Mr. Nuenzig,

I am sorry that this promotion has been difficult for you to understand. However I must bring your attention back to the form you mailed in to us. The form you were given when your gun was modified was the coupon that entitled you to up to \$20 back when you purchased any of the Remington safety products pictured on the form. No where on the form does it state that you would be refunded for the cost of the modification. The form stated that you were to send a receipt showing the store name where your Remington safety product was purchased (not the receipt for having your gun modified) and the UPC code from the safety item purchased. We did not withhold the coupon from you, because you were given the coupon (that is what you mailed in to us). The terms of the rebate were clearly printed on the form you mailed to us. Unfortunately you did not follow the requirements and therefore your rebate request has been denied.

If you would like to be resubmitted, you can mail a receipt showing a purchase of a Remington safety product and the UPC code from the item(s) to my attention at: 1407 Airport Road, Monroe, NC 28110. Your purchase will be refunded up to \$20.

Donna Whitley
Account Service Representative
Phone: (704) 296-5600 x 109
Fax: (704) 296-5500

-----Original Message-----

From: BearSeas@aol.com [mailto: BearSeas@aol.com]
Sent: Friday, February 21, 2003 7:23 AM
To: dwhitley@coresco.com
Subject: Remington Safety Modification Program

Good Morning,

I read in a magazine that I would receive a \$20.00 dollar coupon Towards the purchase of a Remington product if I had the modification work done to my rifle.

If I receive the coupon and then purchase a product or purchase a product and then receive a coupon seems to not be a big deal. I would suspect that customer satisfaction is worth your attention. After all, Wasn't it your company that initiated this "recall" and "incentive" program?

It is you company and you can choose to withhold the coupon from me. It will not make or break my

bank. I will, however, make sure that everyone I talk with knows about this so they can make an informed choice to pick the type of company they want to deal with and spend money with.
Have a nice day,
Barry Neunzig