

From: Donna Whitley
Sent: 2/24/2003 3:48:31 PM
To: Kemp, Lisa
CC:
BCC:
Subject: FW: Remington Safety Modification Program

> -----Original Message-----

> From: Donna Whitley
> Sent: Thursday, February 20, 2003 4:18 PM
> To: 'bearsas@aol.com'
> Subject: Remington Safety Modification Program

>
> Mr. Neunzig,

> I am responding to the information that you faxed us concerning the
> extension of the Safety Modification Program. Unfortunately the extension
> of this program does not affect your unqualified status. The coupon you
> sent initially stated that in order to receive up to a \$20 rebate back
> from Remington, you must purchase any of the following items: 1) Remington
> Safe, 2) Remington Ear Muffs; 3) Remington Brand Safety Glasses; or 4)
> Remington Locking Devices. The form states that you were to complete the
> form and enclose the original cash register receipt showing the store name
> and the price paid along with the UPC codes from the item(s) purchased.
> The form did not state that you would be refunded for the cost to have
> your gun modified. All you sent in was a receipt showing that you had
> your rifle modified at a charge of \$21.40. You did not send us a receipt
> showing a purchase of any of the items listed or UPC codes from the
> purchased item(s).

>
> Therefore we sent you a card stating that you were unqualified and gave
> you the opportunity to provide the required items in order to be
> resubmitted by 2/23/03. If you can provide a receipt showing that you
> purchased one of the Remington items and the UPC code from that item, we
> will be happy to re-evaluate your request.

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

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