

Norma Osteen

From: Kemp, Lisa
Sent: 07/09/2002 01:31:51 PM
To: O'Steen, Norma; Evans, Danny
CC:
BCC:
Subject: RE: Rebate

I don't know what the tax is but if he paid \$52 that is what Coresco can send. This is your program and Coresco will send whatever you tell them to send. His case is more the exception than the rule.

Lisa Kemp
Remington Arms Co., Inc.
870 Remington Drive
PO Box 700
Madison, NC 27025
(336)548-8523
(336)548-7741 fax
lisa.kemp@remington.com

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

From: O'Steen, Norma
Sent: Tuesday, July 09, 2002 12:17 PM
To: Kemp, Lisa; Evans, Danny
Subject: RE: Rebate

Lisa,

Mr. Roux said he submitted coupons and receipts for approximately \$52.00 (23.95 X 2 + tax). If he submitted coupons for \$60 then why are we only considering \$40 for reimbursement?

Norma Wray O'Steen
Senior Consumer Service Representative
Remington Arms Company, Inc.
P.O. Box 700
Madison, NC 27025-0700
Phone: 336-548-8787
Fax: 336-548-7801
norma.osteen@remington.com
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-----Original Message-----

From: Kemp, Lisa
Sent: Tuesday, July 09, 2002 11:27 AM
To: O'Steen, Norma; Evans, Danny
Subject: RE: Rebate

Norma,

Donna at Coresco pulled Dennis' rebate and here is what we found. He submitted 3 rebates like he said but he only purchased 2 ear muffs at 23.95 a piece. Coresco paid him \$20 for the first rebate and denied the rest. What I have told them to do is to process the 2nd rebate for \$20. He will need to supply an additional register receipt and upc code to receive the remaining \$20. Please call and let him know that.

Danny,

If this does not sound agreeable to you please let me know what you want done. I am merely the middle man here and more than happy to handle this however you see fit. Thanks!

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

From: O'Steen, Norma
Sent: Tuesday, July 09, 2002 8:55 AM
To: Kemp, Lisa
Subject: Rebate

Lisa:

This is the information for the gentleman who sent in three coupons for the 700 Safety Modification Program rebate:

Dennis Roux
2618 Noble Ave.
Bakersfield, CA 93306
661-399-2083

Norma Wray O'Steen
Senior Consumer Service Representative
Remington Arms Company, Inc.
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