

JOHN LOSCHIN

From: O'Steen, Norma
Sent: 06/12/2002 01:03:30 PM
To: Madison Consumer Services
CC:
BCC:
Subject: SMP/White Dog

White Dog Gunsmithing has been charging customers for return shipping for guns forwarded to them from Shahoud's that are included in the Safety Modification Program. The average shipping charge is \$16.00 per gun. Dennis Sanita and I conferenced a call with Mike at White Dog and this matter was clarified but be aware that Mike told me that he has already shipped "a good number" of guns with the extra shipping charge.

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

Visit Remington Country @ www.remington.com