RE: Pentium 2 PC

From:

Jose Sandoval (admin@northpointcomputers.com)

To:

tom@drillpipeinc.com

Date:

Wednesday, April 23, 2025 at 01:48 PM CDT

Hi Tom,

I spoke with Kyle, and he confirmed the original payment was made at the point of sale. As per our policy, we’re unable to provide refunds without a receipt beyond 90 days. He also mentioned that the amount you requested (when you last stopped by) exceeds the value attached to your original ticket, which is outside his authorization.

Additionally, please note that we do not issue refunds for custom-ordered devices or parts. This policy is clearly posted at the point of sale and on our notification board as you enter the store.

Your ticket reflects a significant number of labor hours, including time Kyle spent:

* Troubleshooting and planning your original PC parts migration,
* Attempting to integrate the ISA cards into the Pentium II system we sourced,
* Working on a virtual solution using USB to ISA adapters.

This has been an open ticket for several months, and we’ve maintained your hardware onsite during that time.

I’m happy to release the Pentium II PC and ISA adapters associated with your ticket. However, as Kyle previously indicated, I would need to collect payment for the hours already compensated to Kyle for his continued work on your behalf.

Let me know how you’d like to proceed.

Best regards,  
**Jose L. Sandoval II**North Point Computers  
(361) 668-0599