**DOCUMENT A: PLAIN LANGUAGE CASE SUMMARY (EXHIBIT A)**

**What Happened** Tom Ronnkvist hired us to help him with an extremely old industrial welder computer. It used ISA cards, technology that’s been obsolete for decades, and ran software from over 20 years ago. We warned Tom early on that this project was high risk and might not succeed due to the lack of modern support and parts. He understood the risks and proceeded anyway.

Tom first brought in his original welder controller system on **March 18, 2024**. The computer had no side panel, a failing fan, and an aged IDE hard drive. We determined one of the ISA cards was failing. Tom paid **$216** for a replacement card and physical labor to install it. This was the first of many paid service visits. Kyle explained our **Custom Order Hardware Policy** and the risks of working with outdated technology. Tom acknowledged and agreed to continue because of the value of getting his welding machine operational.

Later, Tom requested replacing the entire PC with a “backup tower.” Tom agreed to purchase a replacement **Pentium II tower with ISA slots for $678**. We placed the order, received shipment confirmation from our vendor, and built out the system with his existing ISA cards and hard drive.

Despite our efforts, his software failed to fully function. We continued troubleshooting, even purchasing specialty **USB to ISA adapters** and attempting a **virtualization strategy**, all at our own expense. After several months of assistance, Tom walked out without paying the balance owed for additional labor. Nevertheless, we restored his system again when he returned in **September 2024** after his drive failed.

Almost a year after the hardware order, Tom made a refund request for a project he voluntarily abandoned.

**Clarifying the “New Computer” Confusion** Tom may be referring to the USB to ISA adapter and virtualization testing when mentioning a "new computer." However, this work was never invoiced to him—it was an unpaid, good faith attempt to solve a compatibility issue with his outdated software. The only hardware Tom purchased was the physical Pentium II tower and the original ISA replacement card. Any suggestion that he was sold or promised an entirely different new computer or charged for ongoing testing is false.

**Simplified Timeline Summary**

* **March 18, 2024** – Tom brings in original PC; pays $216 for replacement ISA card and labor
* **May 16, 2024** – Quoted $689 for refurbished Pentium II tower
* **May 20, 2024** – Tom pays $678 for the refurbished PC
* **May 21, 2024** – We purchase Pentium II tower from eBay vendor
* **May 23, 2024** – System ships; tracking confirmed via FedEx
* **May–June 2024** – ISA cards integrated; drive imaged; troubleshooting begins
* **June 28, 2024** – Kyle sends technical ISA questions to Tom regarding virtualization
* **July 9, 2024** – Tom replies, confirms receipt of questions and agrees to continue
* **July 2024** – Tom walks out with his original ISA cards and PC without paying outstanding labor
* **September 2024** – Tom returns with failed drive; we restore system from backup without charging labor
* **May 2025** – Tom files refund claim, despite hardware being ready and available for pickup

**What We Agreed To** **Tom paid for:**

* Refurbished PC with ISA slots
* Transferring his hard drive and ISA cards into that PC

**Tom did not pay for:**

* Additional labor and troubleshooting
* USB to ISA adapter or related virtualization testing

**What We Want** We want the court to see:

* We acted in good faith and clearly communicated risks and policies
* Tom received what he paid for, acknowledged all project limitations, and continued anyway
* He removed parts from our shop without paying the remaining labor
* He filed a claim for a system that was never abandoned by us, only by him
* Our emails, receipts, and project notes show that his version of events conflicts with the actual record