**DOCUMENT H: SUMMARY OF CONTRADICTIONS AND INCONSISTENCIES (EXHIBIT H)**

This document outlines key contradictions in Tom Ronnkvist’s claims versus the factual record established by receipts, emails, and the project timeline.

**1. Claiming No Delivery Took Place** **Contradiction:** Tom claims he was never delivered a computer. **Fact:** He paid $678 for a refurbished system on May 20, 2024 (Exhibit C), and we confirmed shipment from our vendor via FedEx on May 23, 2024. The Pentium II tower is still at our shop, ready for pickup, fully assembled minus his ISA controller cards and hard disk which he took in July of 2024 after “forgetting his wallet.”

**2. Ignoring Partial Pickup and Walkout** **Contradiction:** Tom implies that the project was abandoned by us. **Fact:** In July 2024, Tom picked up his original welder controller PC and ISA cards without paying his outstanding labor balance. Kyle told him the remaining system was ready, but he never paid the balance or accepted delivery. He continued to contact us via phone and email for assistance.

**3. Requesting Refund Despite Continued Help** **Contradiction:** Tom demands a refund claiming dissatisfaction. **Fact:** After walking out without paying, Tom returned in September 2024 seeking help again. We restored his drive using our backups, and parts we custom-sourced at no additional labor charge beyond physical hardware integration, showing we acted in good faith even after he didn’t pay his outstanding labor ticket. We wanted to see Tom's project succeed.

**4. Claiming the Project Wasn't Worked On** **Contradiction:** Tom implies little work was done. **Fact:** Our timeline shows extensive labor spanning over 3 months, including hardware testing, imaging, ISA integration, two on-site visits, and a virtualization effort involving a USB-to-ISA adapter (which we purchased at our expense). He received and acknowledged regular communication. His unhappiness stems from the fact that we more than triple confirmed that all issues were not solvable by swapping any of his aged computer hardware. We acknowledge, completely, that his project cannot continue without considerable assistance from his software provider MTI. This is out of our control.

**5. Failing to Acknowledge Project Risks** **Contradiction:** Tom treats the outcome as guaranteed. **Fact:** From the beginning, Tom was told this was an experimental, unsupported configuration using hardware over 20 years old. He paid under our Custom Order Hardware Policy, which clearly states no returns or guarantees are available. He made numerous trips to our shop to pay for hardware, GPS confirmation is included on the receipts. He had ample opportunity to see our in store signage. He never asked about clarification of our policies, and indeed has feigned ignorance of them.

**6. Making a Claim Without a Receipt** **Contradiction:** Tom appeared in our store in May 2025 demanding a refund over $900 without providing a receipt or reference. **Fact:** Our system only shows one payment matching the scope of work: the $678 sale. He did not bring supporting documentation for any additional claim. We definitely did not owe him $900 or a refund without him providing a receipt. Our warranty, refund, and receipt policies are clearly posted at both of our business locations. See exhibits

**7. Downplaying His Involvement** **Contradiction:** Tom has minimized or ignored his participation in the project development and troubleshooting. **Fact:** His July 9, 2024 email acknowledges Kyle's June 28 request for detailed ISA card specs for virtualization. This confirms that he was engaged and aware of the ongoing work and technical barriers. Tom knows how old his software and hardware are, and he also knows how ridiculous the idea of buying a "new" computer from 1995 is.

**Conclusion:** Tom’s claims are undermined by clear documentation. He received services, acknowledged communication, and returned multiple times, even after leaving with unpaid labor. His version of events omits these key facts and falsely represents the scope and delivery of our work.