On Apr 23, 2025, at 4:29 PM, Jose Sandoval <admin@northpointcomputers.com> wrote:

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Hi Tom,

I’ll gladly arrange **tracked and confirmed shipping** for the items associated with your ticket. This includes the **Pentium II system** and the **USB-to-ISA adapters** we sourced in good faith to help resolve your hardware integration needs.

The only remaining matter is settling the **outstanding labor costs** for the time Kyle dedicated to your project. This includes work on your original system, integration attempts with the new hardware, and the exploration of alternative solutions when hardware limitations became clear.

If needed, I’m happy to provide the **original vendor invoice** for the parts we ordered, so you can see exactly what was purchased and when.

Additionally, I want to emphasize that we have kept your **hardware, sensitive configurations, and electronic components in secure custodianship—completely free of charge—for several months**. This was done in 100% good faith, with the intention of completing the project once we received the necessary details from your vendor. Unfortunately, we were never provided the communication specifications required to fully complete the integration.

Given all of this, I’m genuinely unsure why **court** would appear to be your next step. We’ve remained transparent, patient, and committed to helping you solve a unique and complex problem. Our policies and communication have been consistent, and our goal has always been to deliver results, not create conflict.

We’re not looking to escalate anything. We’re simply seeking a fair and professional resolution that acknowledges the work already completed. I’d much rather we resolve this directly and respectfully, without unnecessary legal involvement.

Please let me know how you’d like to proceed with final payment and shipping arrangements.

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