Hi Tom,

As previously stated, your receipt reflects the purchase of a Pentium II PC, which we sourced on your behalf and still have in our possession, ready for tracked and confirmed shipping.

Your written authorization for this transaction, as provided in Kyle’s email, stated:

“I found a machine that has all the expansion slots needed. After shipping and taxes would come out to $689. This price would include the transfer of hard drive data and expansion cards needed to run your welder.”

This scope of work specifically included data transfer and ISA card integration. It did not include troubleshooting your software or exploring virtual hardware solutions. The additional labor we are requesting payment for is related to those extended efforts, which were taken on only in an attempt to help when it became clear that your cards were missing critical communication protocol details. You later removed those ISA cards from our shop, making it impossible to continue the integration process.

It is important to note that you have chosen not to pick up your equipment, despite us storing it safely and at no cost for nearly a year. You have also chosen not to contact me since July of last year until now. Most recently, you have chosen to respond with legal threats rather than work with us to find a reasonable and professional resolution.

In addition to the system you paid for, we sourced and purchased USB-to-ISA adapters at our own expense to explore alternative solutions. We attempted multiple paths to get your setup working, despite the fact that these efforts were not part of the original agreement.

To be clear:

* We are not offering a refund.
* We are offering to deliver the Pentium II system and the USB-to-ISA adapters.
* The only remaining balance is for labor that was outside the scope of the original quote.
* Our store’s non-refundable hardware policy is clearly posted both at the point of sale and on the notification board by the front door.

If you would prefer to resolve this matter professionally, we are prepared to cover the cost of shipping and provide a final labor invoice. However, if you choose to pursue legal action, we will present all supporting documentation, including emails, time logs, receipts, internal notes, store surveillance recordings, photos of posted store policies, and vendor invoices for the hardware we sourced for your project.

We have provided consistent support, stored your property securely, and acted in good faith at every step. I hope you will choose to resolve this respectfully and close out the matter appropriately.

Best regards,  
**Jose L. Sandoval II**North Point Computers

(361) 668-0599