

21. What was Tom's response when these limitations that needed MTI intervention were explained? He expressed he would be working with MTI to get the information requested.

SECTION 6: PAYMENT ISSUES

22. Was Tom informed that the project had exceeded the originally paid hours? Yes
23. What happened when Tom came to retrieve his equipment in July? I informed him I would need to charge tech hours to bring his account current but he says he didn't bring his card. I released his original PC but not the ISA adapters or the Pentium 2 PC due to outstanding balance.
24. Did he pay the outstanding labor charges before leaving? No, his hardware was released in good faith.
25. What was your reaction to his departure? Nothing out of the ordinary. Tom assured me he was working with MTI to move along the virtualization solution.

26. In brief what happened when Tom appeared at NPC in April 2025 demanding a refunding at the point of sale? He demanded a refund excess to the amount of the sale of the PC even though we have a no refund policy for special order hardware. He did not provide the receipt to justify the amount requested.
27. Did anything prior to this moment indicate to you that Tom was unhappy with the goods and services we had provided up until then? No
28. Were you surprised by his sudden demands for a refund? Yes, he expressed multiple times including when he picked up his original PC that he was working with MTI to get the information we needed to continue the virtualization solution.

SECTION 7: FOLLOW-UP AND SUPPORT

26. Did Tom return in September after a drive failure? Yes
27. Did North Point Computers assist him again at that time? Yes.
28. Were you or NPC compensated for that assistance beyond the cost of the hard disk and its physical integration? No.

SECTION 8: FINAL POSITION

29. In your opinion, did NPC act in good faith throughout this project? Yes
30. Did Tom receive what he paid for? Yes