

## Re: Pentium II PC Delivery Address Request

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From: Jose Sandoval (admin@northpointcomputers.com)

To: tom@drillpipeinc.com

Date: Thursday, April 24, 2025 at 09:39 AM CDT

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Hi Tom,

I understand that you wish to pursue legal action and have chosen not to retrieve the equipment from our shop. If that reflects your intention to abandon the system, I want to clarify that we are still available and willing to ship it to you.

Your Pentium II system and the USB to ISA adapters remain ready for delivery. We are prepared to send them via tracked and confirmed shipping at our cost at ANY time. Just let us know where you would like them delivered.

For the record, there has not been a need to chase us for communication. I respond to emails promptly and have remained available to address this matter from the beginning.

Please also understand that the software troubleshooting and technical support Kyle provided, especially in relation to your welding software, were not part of the original scope of the job. We continued to assist in good faith, even after the ISA cards were removed from our shop, which made it impossible to complete the integration.

We remain committed to resolving this professionally. Let me know how you would like to proceed.

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

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On Thursday, April 24, 2025 at 09:31:04 AM CDT, Tom Ronnkvist <tom@drillpipeinc.com> wrote:

I'm done talking

See you on court

Tom Ronnkvist

President  
Drill Pipe Inc  
550 S 3rd Street  
Winsted, MN 55395  
PH: (763) 592-8670  
FAX: (763) 592-8661  
tom@drillpipeinc.com  
www.drillpipeinc.com

On Apr 24, 2025, at 9:29 AM, Jose Sandoval <admin@northpointcomputers.com> wrote:

Hi Tom,

I'm writing to clarify your recent message and to provide a complete, final summary of the situation.

The email I sent on June 17 stated, "we aren't ordering you a new tower," which referred specifically to the fact that no additional machine would be sourced. By that time, we had already purchased, configured, and transferred your data to a Pentium II system that met the specific expansion requirements for your ISA cards. That system is the one referenced in your paid receipt and the original quote from Kyle.

To be completely clear, referring to a Pentium II as a "new tower" is a misunderstanding. These systems are legacy hardware, no longer manufactured, and only sourced by request for niche applications like yours. There is no such thing as a brand new Pentium II. The machine we sourced was custom-ordered based on your needs and approval, and no additional unit was ever quoted or purchased (as I clearly stated). We negotiated with a legacy hardware provider, paid for the PC on 5/20/2024, and received it 5/23/2024. I have the invoices, communication with the vendor, and payment information recorded in my account that I can easily provide to any person that requires it. Here is the FedEx tracking information for the day it was delivered: 274924287408 I urge you to look at the package details, you will see the box and package weight match a computer tower.

Once we determined that the hardware itself was not the problem, and that the issue stemmed from a missing communication protocol (which you acknowledged would need to come from the hardware manufacturer), we shifted our efforts to alternative solutions. This included sourcing USB-to-ISA adapters—custom, hand-built components intended to help you use modern systems with your existing setup. These adapters were purchased at our expense as a good-faith effort to help you move forward, even though they were beyond the scope of the original quote.

You later visited our office, retrieved the ISA cards, and declined to take the Pentium II system or the adapters. That decision made it impossible for us to complete the integration. We have made multiple offers to deliver the equipment you paid for, and it remains in our secure custody.

Choosing not to take delivery of the system does not entitle you to a refund. It simply reflects your personal decision to walk away from the hardware we sourced and prepared for you. You are still welcome to take possession of it at any time.

You also mentioned “chasing us for 3 months.” Even if that were the case, it would still fall outside our standard return window, and more importantly, our store policy clearly states that **custom orders and completed labor are not refundable**. This policy is posted at the point of sale and inside our store.

If your concern is the lack of itemization, I am happy to provide a full breakdown of the labor performed. The original quote included three to four hours of work, and our internal service rate at the time was \$160 per hour. This covered OS configuration, ISA slot testing, software troubleshooting, and additional research and testing of the adapter solution.

We’ve made every effort to resolve this respectfully. If this matter proceeds to court, we will be prepared to present:

- A copy of your paid receipt
- The vendor invoice and credit card statement for the Pentium II system
- The full email history, including the June 17 message in context
- Internal labor records and technician time logs
- Photos of our posted refund policy
- Documentation of all delivery offers and your choice to leave the equipment behind

That said, I am still open to resolving this directly. I am willing to:

- Provide a detailed labor invoice
- Ship the Pentium II system and USB-to-ISA adapters to your preferred address
- Close this matter respectfully and professionally

Please let me know how you’d like to proceed.

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

(361) 668-0599

On Thursday, April 24, 2025 at 08:41:53 AM CDT, Tom Ronnkvist <tom@drillpipeinc.com> wrote:

Jose,

I have been chasing you guys for over 3 months for the refund on the computer that was never purchased.

The email below you sent me says that you didn't order a computer

So, at this time I require a full refund, I will easily prove it is owed to us.

I am filing today unless there is a credit transaction to my CC, Cash or Money Order for the full amount.

Please see your email:

<image005.jpg>

**Tom Ronnkvist**  
President

(p) 763-592-8670  
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**From:** Jose Sandoval <admin@northpointcomputers.com>  
**Sent:** Wednesday, April 23, 2025 9:37 PM  
**To:** Tom Ronnkvist <tom@drillpipeinc.com>  
**Subject:** Re: Pentium II PC Delivery Address Request

Hi Tom,

Thank you for your clarification.

Your receipt reflects the purchase of a Pentium II system, which was sourced specifically to meet your requirements. That system remains available, and I'm still offering to ship it to you at no additional cost.

Regarding the service work mentioned, the labor performed extended beyond the original quote. This included configuration, data transfer preparation, ISA slot testing, exploration of USB-to-ISA solutions, and safe storage of your equipment for several months. Kyle communicated progress with you throughout the process, and we have internal documentation reflecting the time he committed to your project.

It's also important to clarify that the original quote you accepted via email included approximately three to four hours of labor. At the time, our internal tech rate was \$160 per hour. That portion of the project accounts for between \$480 and \$640 of the total amount billed. The balance covers the cost of the Pentium II system itself, which was custom-sourced to support your legacy ISA hardware needs.

At one point when you visited our office, Kyle explained that additional time spent troubleshooting the software used to operate your welding equipment would require further billing. After that discussion, you chose to retrieve the ISA cards but declined to take the system or the USB-to-ISA adapters with you.

I'd like to understand what you expected us to do after the required testing hardware was removed. Without those cards, we could not continue the integration. If you had concerns at that time, that would have been an appropriate moment to address them. After that visit, we did not hear from you again for several months, during which your equipment remained secured in our care.

The integration challenges we encountered were due to a missing communication protocol, which we understood would be provided by the manufacturer of your ISA cards. We exhausted every reasonable option, including sourcing specialty USB-to-ISA adapters at our own expense to try to help you move forward.

If your concern now is the lack of an itemized invoice, I'd be happy to provide a detailed breakdown of the labor performed. However, I cannot offer a refund for custom hardware or for completed and compensated service work. As stated in our posted store policy, refunds are not issued for special orders parts.

That said, I'm still open to resolving this matter professionally. I'm willing to:

- Provide an itemized labor invoice
- Ship the Pentium II system to your preferred address
- Bring this matter to a respectful and conclusive close

Please let me know how you'd like to proceed.

Best regards,

**Jose L. Sandoval II**

North Point Computers

(361) 668-0599

On Wednesday, April 23, 2025 at 07:12:34 PM CDT, Tom Ronnkvist <[tom@drillpipeinc.com](mailto:tom@drillpipeinc.com)> wrote:

Jose

No one had presented anything over and above the computer and the other service work you did

I asked Kyle for 2 months to itemize any work he said you did and he never sent me anything

If you want to settle this you need to refund the funds or the majority of it

Tom Ronnkvist  
President  
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On Apr 23, 2025, at 6:46 PM, Jose Sandoval <[admin@northpointcomputers.com](mailto:admin@northpointcomputers.com)> wrote:

Hi Tom,

I understand you're frustrated, and I want to make an effort to resolve this matter professionally and respectfully.

We fulfilled the original quote exactly as agreed, including sourcing a Pentium II system and preparing it for integration with your hardware. The USB-to-ISA adapters were custom ordered and paid for out of pocket in a good-faith effort to support your project, even though they were never part of the original agreement. We have invoices and delivery confirmation for these parts.

You chose to remove your ISA cards, which prevented us from completing the service you initially requested. Since then, your hardware components (the Pentium II PC and the USB to ISA adapters) have remained in our secure custody at no charge, and I've responded to every message with transparency and a genuine desire to bring closure to this.

At this point, we are still prepared to:

- Cover the cost of shipping your Pentium II system and the USB-to-ISA adapters
- Provide a final labor invoice for the work performed beyond the original scope
- Resolve this without legal involvement

If you have documentation showing we committed to services beyond what has been acknowledged, I welcome you to share it and I will review it with Kyle. Otherwise, I cannot offer a refund for custom hardware or for labor already completed and compensated.

Let me know if you'd like to proceed with delivery and final settlement. If I do not hear back, we will consider this matter closed from our side and will prepare our records accordingly.

I truly hope we can put this behind us and move on without further conflict.

Best regards,

**Jose L. Sandoval II**

North Point Computers

(361) 668-0599

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