

Video 3 (2:47)

**Starts with piano music* as "THE GIFT" displays*

Soft background music plays throughout video

The team had left already for the evening and we had received an email from Kevin Mansell.

It was an unusual story that really caught my attention.

In two thousand and nine my oldest sister, Melissa, got married, and Melissa went to Kohl's and bought us this necklace as a thank you for being her bridesmaid.

A couple years later, my mom got diagnosed with an aggressive form of breast cancer.

That Christmas, she bought all three of us, a matching ring that came with that set.

Her mother ended up passing away from aggressive cancer and that's where she gets to the point where she would do anything to have these matching earring sets.

I knew that my wedding was going to be really emotionally difficult for me to be the only kid that wasn't gonna have mom there on her wedding day.

I kind of fixated on getting these matching earrings to the set.

There was something more to the story that I felt Melissa and I could really work together to, uh, come up with a great scenario.

You know we went back and forth and all of sudden I realized, if mom bought something from Kohl's, she definitely used her Kohl's card.

Megan was able to look at the, number on the card and was able to find the earrings and confirmed that Kohl's no longer carries them.

Everybody who read the email was very struck by the situation and really wanted to help this customer out.

We had the picture, of the item, and that was pretty much what we had to go off of.

Anna really dug in and she found the actual piece so we could find a SKU to see who the manufacturer was.

It kind of at first seemed like a long shot and I was like I'm never gonna find this and then all of a sudden I just was clicking through and there it was.

The team actually took it upon themselves to actually do the research and find the vendor who created that product, reach out to them, and had that vendor create a couple extra pieces for this customer.

It was like, your heart sank a little bit like you were on a roller coaster, like this is actually happening.

When I received an email from Megan saying that she had reached out to the manufacturer and they were gonna make three pairs and send it to me. That was just really, really special to me.

To us, that's just a pair of earrings, but to her it represents this bond that she shares with her sister and her mom, and that's pretty special.

That afternoon when we were getting ready at the chapel, I put on my dress and then I was, able to um, give my sisters these gifts with my dad there.

When Megan Heipp came back to us and said we can do this, and we can do it free of charge, it was icing on the cake.

Thank you for making our wedding special.

I cry at every wedding even whether I know them or not and knowing that I had a piece of making somebody's day special is really cool. Really important.

When people ask me how my wedding went, this is the story I tell them.

Yeah.