

After much deliberation we have decided to halt the kindness box until 2022. This was a very difficult decision to come to but we think it will be better for everyone in the long run. We launched our first box in July of 2019. Things were running smoothly until about 8 months into our journey when covid started reeking havoc. Since then it has been very difficult for us to work on improving and growing to be the company that we want to be. Instead of being able to focus on the improvements needed to create a much better experience for our customers, we have had to focus all of our efforts on putting out fires. We are not trying to bore you, or create a pity party. We are simply trying to be honest by giving some insight on what has been going on behind the scenes. We have always disliked the way that a lot of companies interact with customers in situations like this; coming off in a way that is very robotic, disingenuous, and condescending. We have tried our best not to relate to our customers in this way by trying to be as straight forward with everyone as possible. We believe that all of our customers have the capacity to empathize, so there is never a reason for us to not be an open book, even when it is not ideal. One of our goals has always been to break down the "company vs customer" wall. We are all just humans, and should interact with each other accordingly. Behind Get Kindness, we are just a small group of people trying our best daily to improve and bring smiles to peoples faces. So here are some of the things that have been going on behind the scenes that have made it very difficult to progress. In the beginning we had vendors lined up, boxes mapped out, and a clear course. Keep in mind that we deal with small businesses. So when covid hit hard, a lot of the vendors that were lined up, had trouble getting their supplies in with enough time to meet the large orders we were requesting. As a result we lost a lot of vendors and had to scramble to find items, recreate boxes that were already mapped out, all while trying to stay on brand. The first company that printed our boxes went out of business, and the second company was just not working out. Leaving another obstacle for us to navigate. We have been putting out fires like this for over a year now. We have always told people that we are a very small company, and still are. But to give you an idea, behind the box there are 4 people working very hard to make all of this happen. We pushed through when covid was heavy because we understood that even though what we provide is not a necessity, it is a "pick me up", and we didn't want to take that away when people might be needing it the most. With people quarantining, dealing with losses of loved ones, and being unable to navigate their lives in the way they are accustomed to, it has created a huge emotional toll. We wanted to be there for people, give them something to look forward to, and take their minds off of all of the pain that has been created from covid. Now that we are out of the thick of it, it is time for our team to take a deep breath and really focus on the areas that have had to be neglected. It is not right for us to accept your money without providing the best product/service that we are able to offer. We are not completely shutting down. Everything in our shop will still be available, We plan on releasing new blind bags/boxes, and more in the shop between now and the next few months. So keep your eyes on our Instagram and Facebook for new product announcements. The kindness box however requires a lot more planning, focus, and time. All of which we need to build and grow so we can create the best possible experience for our customers. We thank you so much for your understanding! If you would like to be notified when the kindness box is available again, we will have an area on our website where you can sign up for that.

If you are currently subscribed to a box, we will be canceling all renewals and refunding for any boxes that are currently paid for and have not yet shipped. Please be patient with us through this process. As I stated before we have a very small staff, so it is going to take us some time to get through all of our subscribers.

All the kindness,
The kindness team