

Lupton Home Delivery

Home Delivery is one of the newest features in our Omni-Channel rollout and many of our customers have been able to take advantage of this service.

Owen Lupton was planning a surprise for his daughter who would be turning 16. She had been so helpful with rearranging her life to help with her four-year-old little brother who has Acute Lymphoblastic Leukemia, a rare blood and bone marrow cancer that affects the white blood cells and is commonly referred to as ALL. Kristin Flynn, a CXC in Raleigh knew all too well what Owen and his family were going through.

Kristin Flynn, originally from Boston, is a hardworking mom of four teenage boys and was the first person outside of CarMax to be hired to our Raleigh CEC. She tells us, "I love working for CarMax because of how much I get to be part of something great, something bigger than you or I. Being able to help people and have such a positive impact on people's daily lives and seeing how much people take for granted is so life affirming. I was honored to be part of the Beta Team for Home delivery, and it was such an incredible experience."

Including having brain surgery herself, her stepsons' brother also has ALL. Immediately, Kristin knew that a trip to the store could compromise the little one's immune system, so she pitched home delivery. Owen was "blown away that we offered it and was like 'this is perfect'."

Before delivering the car to the Lupton family, the team stopped to get toys and a blanket for little man and a cupcake balloon for the daughter. Unfortunately, the daughter was on a date missed the delivery, however, her other little brother all but made up for her absence. He got to tag along on the test drive and tour the mobile office, his favorite part of the delivery.

The news the family shared with the team when they arrived was so overwhelming, they all cried. The family had just found out that the four-year-old's recent checkup showed no cancer cells. Kristin notes that she is a "big supporter [of] Home Delivery for this reason" and goes on to say that she likes to keep in mind that "an apple is so small to you but it's so big for an ant. It's not the size of the object that defines it...but how big it is in relation to you."