



Toilet Satisfaction Guarantee

THE BOLD LOOK
OF **KOHLER**®

KOHLER Toilet Satisfaction Guarantee

Kohler is pleased to offer this exciting, best in class, satisfaction guarantee. You can buy KOHLER toilets and smart seats with confidence, knowing that if there is any reason you don't love your selection, we'll provide a replacement of equal value or refunds plus a \$100 check* to help cover installation costs.

Why is Kohler offering this guarantee?

Based on experience, Kohler is confident in the performance, design, functionality and comfort of our toilets and smart seats. We've learned that once you try them, you won't want to use any other brand.

You will also have the peace of mind knowing that you have 180 days to make sure your new toilet or smart seat performs to your expectations.

How does the program work?

- You have 180 days from the date of purchase to call Kohler Customer Service or the original place of purchase to begin your claim process for a replacement toilet or smart seat or request a refund.
- A \$100 check is provided to help offset the installation costs of toilets or C3 ® bidet seats. The \$100 check does not apply to other smart seats.
- All intelligent toilets and C3 bidet seats must be returned to the distributor.

What Kohler toilets and smart seats are eligible for the Toilet Satisfaction Guarantee?

The program includes all toilets and smart seats purchased from us.kohler.com or a KOHLER registered location.**

Smart seats include Nightlight toilet seats, Purefresh toilet seats, Puretide manual bidet toilet seat, Purewarmth heated toilet seats, and C3 bidet toilet seats.

*The \$100 check applies only to toilets and C3 bidet seats.

**Registered locations include Registered Distributor Showrooms and Registered KOHLER Advantage Plumbers.

How long will it take to get my \$100 check?

Claims will be processed and a check will be mailed directly to the consumer within four to six weeks.

What if the installation of my toilet or C3 bidet seat costs more than \$100?

KOHLER Co. is not responsible for installation costs. We are pleased to offer \$100 as a gesture of goodwill.

What if you are dissatisfied with your second KOHLER toilet or smart seat purchase?

If purchases toilets or smart seat from us.kohler.com please call Kohler Customer Service at 1-800-4KOHLER to speak with a customer service representative.

If purchases toilets or smart seat from KOHLER Registered Distributor Showrooms or KOHLER Advantage Plumbers please call the location of the place of original purchase to speak with a representative.

Does my toilet or smart seat need to be installed to be eligible for the Toilet Satisfaction Guarantee?

Yes, the Toilet Satisfaction Guarantee only applies to products that has been installed.

Do I have to return my toilet or smart seat to receive a refund?

Only select products need to be returned in order to receive a refund or replacement.

Please see page 4 to see a full list of products that are required to be returned to KOHLER Co.

How to use the program:

If purchased toilet or smart seat from Kohler.com

1. Please call Kohler customer service at **1-800-4Kohler** to begin the claim process. Customer service will assist you in finding a toilet or smart seat that best fits your needs and expectations or, will issue a refund.
2. Visit kohlertoiletsatisfaction.com to complete a claim form. You will need to provide proof of purchase from Kohler.com, and credit confirmation provided by customer service.

Be prepared to provide the following information when completing the claim form:

1. Name
 2. Address
 3. Phone Number
 4. Email Address
 5. Model Number
 6. Date of purchase
 7. Order confirmation
 8. Shipping Confirmation
 9. Credit Confirmation
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3. Return required products to Kohler Co. Intelligent Toilets and C3 cleansing seats need to be returned to Kohler Co. in order to receive the \$100 check. Please see the page below for a complete list of products that are required to be returned and for shipping information.

*If purchases toilet or smart seat from a Kohler registered location (other than Kohler.com)***

Please call the location of the place of original purchase to speak with a representative about selecting a different KOHLER toilet or smart seat that better meets your needs or to request a refund.

The location of original purchase will submit the claim for you and provide you with a replacement product. Checks will be mailed directly to you within four to six weeks.

*The \$100 check applies only to toilets and C3 bidet seats.

**Registered locations include Registered Distributor Showrooms and Registered KOHLER Advantage Plumbers.

Toilet Satisfaction Guarantee – Return Process

Only select products need to be returned to Kohler Co. for you to receive your \$100 check.

Claims must be submitted within 180 days from the purchase date. One claim form is required for the following:

(1) Toilet + (1) Toilet Seat OR

(2) Toilets OR

(2) Seats

Up to 2 total claims can be made per customer.

Products required to be returned to Kohler Co. need to be shipped within 2 weeks of the claim file date.

Products required to be returned to Kohler Co.:

Intelligent toilets and cleansing toilet seats need to be returned to Kohler Co. This is a requirement for any of the products listed below, in order you to receive your \$100 check from Kohler Co.

SKU	Description
K-3901	NUMI® TOILET WITH CLEANSING FUNCTIONALITY
K-5401	VEIL™ INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-76395	VEIL® WH INTELLIGENT TOILET & FACE PLATE
K-18647-NA	VEIL® INTELLIGENT IN-WALL TANK
K-4026	KARING™ INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-77780	KARING™ 20 INTELLIGENT TOILET
K-4108	C3®-230 CLEANSING SEAT
K-4709	C3®-200 W/IN-LINE HEATER EB CLEANSING TOILET SEAT
K-8298	C3®-155 CLEANSING SEAT
K-8298-CR	C3®-455 CLEANSING SEAT
K-4737	C3®-125 W/TANK HEATER EB CLEANSING TOILET SEAT
K-4744	C3®-201 W/IN-LINE HEATER EB CLEANSING TOILET SEAT
K-18751	C3®-050 Cleansing Seat
K-5724	PURETIDE™ BIDET SEAT
K-76923	PURETIDE™ ROUND FRONT BIDET SEAT

*The \$100 check applies only to toilets and C3 bidet seats.

**Registered locations include Registered Distributor Showrooms and Registered KOHLER Advantage Plumbers.

Shipping Information:

Please ship the required product(s) for the Toilet Satisfaction Guarantee claim to:

Kohler Co.
Attn: Michael Smith, Quality
Wisconsin Distribution Center
444 Highland Drive
Kohler, WI 53044

Please email the claim number and tracking information to ToiletSatisfaction@marekgroup.com. It will take roughly 4-6 weeks for the claim to be processed upon receipt of the tracking information.

Contact Us:

If you have any questions about the process, please feel free to contact us at ToiletSatisfaction@marekgroup.com or by phone at 877-694-7643.

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