TOILET SATISFACTION GUARANTEE

THE BOLD LOOK OF KOHLER.
Why is Kohler running 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.

The KOHLER Toilet Satisfaction Guarantee is being offered to KOHLER registered locations** as an exclusive selling tool to give consumers confidence when purchasing KOHLER toilets or smart seats and the peace of mind that they have 180 days to make sure their new toilets or smart seats perform to their expectations.

How does the program work?
• The consumer has 180 days from the date of purchase to request a replacement of equal value or a refund for the purchase price of the toilet or smart seat.

• 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 is required of the consumer?
The consumer simply contacts the registered location of purchase and expresses dissatisfaction with the KOHLER toilet or smart seat. If the consumer does not have his or her sales order or receipt, he or she should ask the location to provide this. The consultant should have access in the computer system to provide proof of purchase.

What is required of the registered location?
If a consumer contacts the location and expresses dissatisfaction with the KOHLER toilet or smart seat, the registered location should work with the consumer to find an alternative KOHLER toilet or smart seat that meets his or her needs. If alternative product(s) cannot be identified, the location should refund the customer the purchase price of the toilet or smart seat. The location then completes the KOHLER Toilet Satisfaction Guarantee claim process online at KohlerToiletSatisfaction.com to submit a claim on the consumer’s behalf so that he or she receives a $100 check* from Kohler and the location gets a credit from Kohler Co. for the toilet or smart seat.

What will Kohler do?
Kohler will mail the consumer a $100 check to offset the installation costs of the toilet or C³ bidet seat. Additionally, Kohler will credit the location for the cost of the original toilet or smart seat returned by the consumer. Kohler will audit each claim to verify validity, check for program misuse and ensure consumer’s satisfaction.

Who can offer the KOHLER Toilet Satisfaction Guarantee to consumers?
Only consultants and managers of KOHLER Registered Distributor Showrooms and Registered KOHLER Advantage Plumbers who have been trained on the KOHLER Toilet Satisfaction Guarantee can offer this program to their customers.

What KOHLER Toilets or Smart Seats are included?
The program includes all toilets and smart seats. Smart seats include Nightlight toilet seats, Purefresh® toilet seats, Puretide™ manual bidet toilet seat, and C³ bidet toilet seats.

How do I learn more so that I can sell the KOHLER toilet or smart seat that meets my customers’ needs?
Registered locations can take advantage of online training modules at KOHLER.com/Showroom, KOHLER Pro and through product information and videos at KOHLER.com to learn more about KOHLER toilets and smart seats. As always, feel free to contact your Kohler sales executive for more information and additional training.

How to use the program:
1. If a consumer contacts the location at the place of original purchase and expresses dissatisfaction with his or her toilet or smart seat, the location should work with the consumer to find a different KOHLER toilet or smart seat that better meets their needs; If alternative product(s) cannot be identified, the location should refund the customer the purchase price of the toilet or smart seat. All intelligent toilets and C³ bidet seats must be returned to the distributor.

2. The location needs to complete a claim form which can be found at KohlerToiletSatisfaction.com. The location will need to submit information and proof of purchase of the
toilet and/or smart seat for the consumer’s $100 check* and the location’s credit. Prior to processing a claim, the location should be prepared with the following information:

1. Consumer name  
2. Consumer Address  
3. Consumer Phone  
4. Registered location Kohler Business Partner (BP) number  
5. Registered location name  
6. Registered location address  
7. Registered location phone  
8. Registered location sales consultant name  
9. Model number of toilet or smart seat returned  
10. KOHLER purchase order number  
11. Copy of consumer invoice (need to upload to website or fax to Kohler)  
12. Date of original purchase

How long will it take for my customer to receive his or her $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 customer’s second toilet or C³ bidet seat costs more than $100?
KOHLER will not reimburse expenses incurred that are more than this amount.

What if my customer is dissatisfied with his or her second KOHLER toilet or smart seat purchase?
If a customer contacts the location and is dissatisfied with the second toilet or smart seat, work with him or her to select one more toilet or smart seat or issue a refund (as long as the customer has not already submitted a claim for a toilet and a smart seat since the guarantee is a maximum of 2 products). The location should process a claim at KohlerToiletSatisfaction.com to get a $100 check* issued to the consumer and a credit issued to the showroom for the cost of the second toilet or smart seat. If the consumer purchases a third KOHLER toilet or smart seat, please communicate that he or she cannot receive a refund and/or $100 check* if dissatisfied with the third toilet or smart seat selected.

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

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