

Toilet Satisfaction Guarantee – Return Process

Only select products need to be returned to Kohler Co. in order for the customer to receive his/her \$100 check.

Claims must be submitted within 180 days from the consumer 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 consumer.*

*** 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 C3 cleansing toilet seats need to be returned to Kohler Co. This is a requirement for any of the products listed below, in order for the customer to get his/her \$100 check from Kohler Co.

SKU	Description
K-3901	NUMI® TOILET WITH CLEANSING FUNCTIONALITY
K-5401	VEIL™ INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-4026	KARING™ INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-5402	VEIL™ INTELLIGENT WALL HUNG 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-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

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@cpipromo.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@cpipromo.com or by phone at 877-694-7643.