



# 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 or refund of equal value plus a \$100 check\* to help cover installation costs.

### Why is KOHLER offering this guarantee?

Through a long history of developing innovative products, we've learned that once you try a KOHLER toilet or smart seat, you won't want to use any other brand.

KOHLER is confident that you will love the performance, design, functionality and comfort of our toilets and smart seats. As added peace of mind in your purchase decision, you will have 180 days to make sure your new toilet or smart seat performs to your expectations.

Also, once a claim is submitted and approved, KOHLER will provide \$100 to help off-set the costs of installation for any toilet or C3® cleansing seat.

### How does the Toilet Satisfaction Guarantee work?

- Contact the location of original purchase within 180 days of the purchase date to begin the claim process for a replacement KOHLER toilet or smart seat, or to request a refund.
- The distributor or plumber location will initiate the claims and return process on your behalf via [www.KOHLERtoiletsatisfaction.com](http://www.KOHLERtoiletsatisfaction.com)
- For eligible products, you will receive a \$100 check to help off-set the toilet or C3® cleansing seat installation costs.

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

The guarantee includes all toilets and smart seats purchased from a KOHLER registered location.\*\*

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

### How long will it take for my claim to be approved?

Claims will be processed, and \$100 checks will be mailed directly to the consumer within six to eight weeks from submission.

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

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

### How many claims may be submitted under the Toilet Satisfaction Guarantee?

Up to 2 total claims may be made per customer, per household. One claim form is required for the following:

- (1) Toilet + (1) Smart Seat Or
- (2) Toilets Or
- (2) Smart Seats

### What if I am dissatisfied with my second KOHLER toilet or smart seat?

Please contact the distributor or plumber location of original purchase or contact 877-694-7643 or [ToiletSatisfaction@marekgroup.com](mailto:ToiletSatisfaction@marekgroup.com) and we will help find a solution.

### 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 have 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 our Returns Process below for a list of products requiring a return.

### What if I have additional questions regarding the Toilet Satisfaction Guarantee?

We are happy to answer any additional questions you may have about this program. Please contact 877-694-7643 or email [ToiletSatisfaction@marekgroup.com](mailto:ToiletSatisfaction@marekgroup.com) to find out more.

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

\*\*Registered locations include Registered Distributor Showrooms and locations with registered Kohler BP Numbers.

## Toilet Satisfaction Guarantee Returns Process

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

### Products required to be returned to KOHLER Co.:

SKU	Description
K-3901	NUMI® TOILET WITH CLEANSING FUNCTIONALITY
K-5401	VEIL® INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-5402	VEIL® INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-76395	VEIL® WALL-HUNG 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-26132-CSP-0	C3-420 CLEANSING SEAT
K-27142-CR-0	C3-430 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/TANK HEATER EB CLEANSING TOILET SEAT
K-18751	C3®-050 CLEANSING SEAT
K-5724	PURETIDE™ BIDET SEAT
K-76923	PURETIDE™ ROUND FRONT BIDET SEAT

### If you are a consumer:

- a. Please return the product to the distributor or plumber location from which the item was purchased.
- b. If you are unable to send the toilet or seat back to the distributor or plumber location, please have the distributor or plumber contact 877-694-7643 or email [ToiletSatisfaction@marekgroup.com](mailto:ToiletSatisfaction@marekgroup.com) for assistance in arranging alternative shipping options.

### If you are a Registered Showroom/Distributor or Plumber:

- a. Once the claim is submitted and the product is identified as a product requiring a return, Kohler and The Marek Group will work to provide a return authorization form within two weeks of the claim submission.
- b. In order to expedite the returns process, please email the claim number, distributor/plumber name and distributor/plumber address to [ToiletSatisfaction@marekgroup.com](mailto:ToiletSatisfaction@marekgroup.com).
- c. The return authorization form will include LTL carrier return instructions for palletized toilets and the prepaid shipping label for small parcel returns of Cleansing Seats. Kohler will determine the best carrier for both options and it will be noted on the return authorization form.
- d. The distributor/plumber should follow Kohler's requirements for LTL shipping for Intelligent Toilets and small parcel shipping for Cleansing Seats.
- e. If returning an Intelligent toilet via LTL freight: Palletize the item in preparation for pick-up and attach the distributor/plumber name, distributor/plumber location and claim number to the product.
- f. If returning via small parcel for cleansing seats: please pack in original box if available or place in alternative shipping box for safe transport, attach the distributor/plumber name, distributor/plumber location and claim number to the product.

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

\*\*Registered locations include Registered Distributor Showrooms and locations with registered Kohler BP Numbers.

- g. All returns can be sent to the below address:
  - Wisconsin Distribution Center
  - 900 Highland Drive
  - Kohler, WI 53044
  - Attn: Quality- TSG
- h. Call the selected LTL/small parcel carrier for pick-up of item.
- i. Claim and Credit processing time is six to eight weeks from submittal of claim

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