

KOHLER Toilet Satisfaction Guarantee Frequently Asked Questions

We want customers love their KOHLER toilet, but we know that sometimes, once a toilet is installed, it may not be exactly what they envisioned for their bathroom. We stand behind the performance, style and design of our KOHLER toilets. That's why we guarantee complete satisfaction. If a customer is unsatisfied, we'll replace it.* That's a no-worry purchase.

Why is KOHLER offering this Guarantee?

Through a long history of developing innovative products, we've learned that once a customer tries a KOHLER toilet, Intelligent Toilet or Cleansing Seat, they won't want to purchase any other brand.

KOHLER is confident that you will love the performance, design, style and comfort of our toilets and Cleansing Seats. As added peace of mind for customers and their purchase decision, we're offering a 180-day trial period to ensure your new toilet or Cleansing Seat works within their bathroom space, if it doesn't work we will provide a refund or replacement of equal or lesser value.

How does the Kohler Toilet Satisfaction Guarantee work?

- The customer should contact the location of original purchase within 180 days of the purchase date to begin the claim process for a replacement KOHLER toilet or Cleansing Seat, or to request a refund.
- The registered showroom or wholesale counter location will initiate the claims and/or return process on the customer's behalf via www.KOHLERtoiletsatisfaction.com.
- This claim will be validated to ensure it meets the terms and criteria of the Guarantee.
- Once the claim is approved, the location of original purchase will receive a refund credit from Kohler and the original purchase location will refund the customer directly or help the customer find a replacement Kohler toilet.
- If a plumber purchased a toilet or Cleansing Seat through an eligible location, the plumber may work with the location of original purchase to help process a claim on the customer's behalf. The credit will still be applied to the Sold to Account number and the plumber should work directly with the location to receive their credit.

How is the Kohler Toilet Satisfaction Guarantee claim different than a Warranty claim?

The Guarantee should be used if a customer is unsatisfied with how the toilet fits the design of the residential bathroom space or if the technology or flushing performance does not meet their expectations. These factors would not meet the criteria for a warranty claim.

If you believe there is a defect in material and workmanship of the customer's toilet that occurred during normal residential use, please have the customer contact 1-800-4-KOHLER (1-800-456-4537) to evaluate options for warranty claims. Additional details on warranty claims can be found by visiting www.Kohler.com/Warranty. Claiming these potential defects through the warranty claims process will help Kohler track quality issues for improved customer experience.

Where does the KOHLER toilet or Cleansing Seat need to be purchased from to ensure the purchase is eligible?

Eligible locations include registered showroom locations and wholesale counter locations that have a valid Kohler Sold to Account Number.

Purchases from Retail locations, Kohler.com, or other ecommerce sites are not eligible for this Guarantee.

***Claims must be submitted within 180 days of purchase. Eligible locations include registered showrooms and wholesale counter locations with a valid Kohler Sold to Account Number.**

What Kohler toilets and Cleansing Seats are eligible for the Guarantee?

Eligible Cleansing Seats include C3® Cleansing Seats, PureTide and Purewash bidet seats purchased through a qualified location.

Residential toilets purchased through a qualified location are eligible for this Guarantee.

How long will it take for the claim to be approved?

The claims approval process takes approximately 6-8 weeks. This time allows us to validate the claim and process any credits or refunds.

Where can I track the status of the claim?

The showroom associate, counter associate or plumber who submitted the claim will be able to track the claim via the claims status portal found by visiting www.KohlerToiletSatisfaction.com

Where can I find information on the credit applied to the Sold to Account Number?

The Kohler credit memo number will be listed on the claims status portal. Once assigned, the credit memo number and the status will be available in the KCIC portal. If there are any questions on the status of this credit, please contact your Kohler Customer Service representative.

How many claims may be submitted under the Guarantee?

Up to 2 total products may be claimed per customer, per household. One claim form with two products per validated invoice is allowed. The following claim types may be submitted.

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

(1) Toilet includes either a one-piece toilet or the tank and bowl combination for a two-piece toilet.

What if a customer is dissatisfied with the replacement KOHLER toilet or smart seat they have received?

Please contact ToiletSatisfaction@marekgroup.com if there are any issues with the replacement product.

Does the toilet or Cleansing Seat need to be installed to be eligible for this guarantee?

Yes, the Kohler Toilet Satisfaction Guarantee only applies to products that have been installed in a residential location.

Does the toilet or Cleansing Seat need to be returned to receive a refund?

KOHLER requests Intelligent Toilets and Cleansing Seats are returned if the return can be completed safely.

Please see our Returns Process below for a list of products that we request returns for.

Does the customer still receive a \$100 credit towards installation if the claim is approved?

Toilets and Cleansing Seats purchased on or after January 1st, 2021 are not eligible to receive a \$100 install credit.

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 ToiletSatisfaction@marekgroup.com and they will work to help answer any questions you may have.

Toilet Satisfaction Guarantee Returns Process

We request only select products be returned.

Products to be returned to KOHLER Co.:

SKU	Description
K-3901	NUMI® TOILET WITH CLEANSING FUNCTIONALITY
K-30754	NUMI® 2.0 TOILET WITH CLEANSING FUNCTIONALITY
K-5401	VEIL® INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-76395	VEIL® WALL-HUNG INTELLIGENT TOILET & FACE PLATE
K-4026	KARING™ INTELLIGENT TOILET WITH CLEANSING FUNCTIONALITY
K-77780	KARING™ 2.0 INTELLIGENT TOILET
K-77795	EIR™ INTELLIGENT TOILET
K-4108	C3®-230 CLEANSING SEAT
K-8298	C3®-155 CLEANSING SEAT
K-26132-CSP	C3®-420 CLEANSING SEAT
K-27142-CR	C3®-430 CLEANSING SEAT
K-8298-CR	C3®-455 CLEANSING SEAT
K-18751	C3®-050 CLEANSING SEAT
K-5724	PURETIDE™ BIDET SEAT
K-76923	PURETIDE™ ROUND FRONT BIDET SEAT
K-98804-CP	PUREWASH™ MANUAL CLEANSING SEAT

If you are a consumer:

- a. Please return the product to the registered showroom or wholesale counter location from which the item was purchased.
- b. If you are unable to send the toilet or seat back to the registered showroom or wholesale counter location, please have the location of purchase contact 877-694-7643 or email ToiletSatisfaction@marekgroup.com for assistance in arranging alternative shipping options.

If you are a Registered Showroom, Wholesale Counter Location 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, location information include address and account number to 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 Registered Showroom or Wholesale Counter location name, location address 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.
- 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