

## 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](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 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