

## CUSTOMER FEEDBACK REPORT *for* Kohler Signature Store Bathroom Design Service



### REVIEW

Kay H.  
Roswell, GA  
Jul 17, 2019



As a Wisconsin native, I have long been a loyal Kohler customer. When I discovered the new Kohler Signature Store in my neighborhood I was thrilled since I had a master bath much in need of remodeling. The design process was a great deal of fun and a relatively painless process. Since I didn't have my own contractor or plumber I was given the name of the Kohler Store's contractor. This worked out great and we used his subcontractors (plumber and electrician), who were also excellent. My complaints are with the Kohler products, their packaging and shipping companies and the lack of assertive problem solving by our design consultant.

444 Highland Drive Mail  
Stop 073  
Kohler , WI 53044  
(920) 457-4441

### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Kohler Signature Store Bathroom Design Service relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Kohler Signature Store Bathroom Design Service in Chicago, IL; Dallas, TX; Kohler, CO; Roswell, GA; Seattle, WA; St Louis, MO; Overland Park, KS; Downers Grove, IL; Leawood, KS; New York, NY; and 49 other cities in Missouri, Colorado, Massachusetts, Kansas, Illinois, and 9 other states.

### REVIEW

Alex J.  
Lynnfield, MA  
Jul 10, 2019



It was a pleasure work with our designer, Anne Marie, to design two bathrooms. We were pleased with the number of high quality options in a one stop shop. We are also pleased with the level of service from start to execution. We would definitely used them again when we plan to redesign our kitchen.

### REVIEW

Terrence M.  
Dallas, TX  
Nov 06, 2018



The designer listened to me and came up with something that was exactly the look I had in mind. He put me in contact with a contractor that executed the plan. Everything worked out just as I planned.

### REVIEW

Lauren D.  
Brooklyn, NY  
Aug 18, 2018



I had an excellent experience with Kohler design and products. The designer worked with me and was available when questions came up.

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**Kohler Signature Store Bathroom Design  
Service**



REVIEW

Kevin D.  
New City, NY  
May 01, 2018



I'm very happy with the products of Kohler. The design of my bathroom is very pleasing.

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REVIEW

Bernice F.  
Plainfield, IL  
Feb 17, 2018



Choosing fixtures, cabinets, vanities and showers seemed like an impossible task. Our Kohler designer, Kathy, made the process palpable. Her product knowledge and sensitivity to our personal preferences took a load off our minds. Her suggestions, product pros and cons (as they pertained to our needs), follow up and openness to changes on original ideas, spoke volumes of her professionalism. Honesty about product availability and delivery scheduling was huge in planning this project. After the project had begun I requested a change which involved ordering new parts. This request was met with cooperation and eagerness to get the necessary parts as soon as possible. I never had to ask twice for anything. So happy; can't say enough about the Kohler Team.

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REVIEW

Dita A.  
Seattle, WA  
Dec 19, 2017



My designer, Jeff Parks, came to my house to look at my design style preferences and came up with a plan that I loved every facet of and that complements the rest of my home.

REVIEW

Don H.  
Downers Grove, IL  
Nov 10, 2017



I am very, very pleased with the designer I worked with. She was very patient, she paid a lot of attention to what I said I do not like and do like and paid attention to the rest of my house's decor so she could help me make the right selections.