

CUSTOMER FEEDBACK REPORT *for*
Kohler ASR

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

REVIEW

Justin M.
New York, NY
Jul 11, 2019



Kohler is a good American brand.

REVIEW

Manisha M.
Porter Ranch, CA
Jul 10, 2019



We are highly satisfied.

REVIEW

HILB R.
Los Angeles, CA
Jul 02, 2019



When I called to try to get a shower door, the showroom told me they don't make one for my size tub, and offered no other suggestions.

REVIEW

FERNANDES L.
Weehawken, NJ
Jun 25, 2019



Customer service is excellent!

REVIEW

DOBACHESKY R.
Plymouth, MA
Jun 24, 2019



Pete's Plumbing was wonderful and Kohler stood behind their product.

REVIEW

David W.
Lees Summit, MO
Jun 21, 2019



The Kohler local representative went above and beyond to help me with my issues!

REVIEW

BOYER D.
Herndon, VA
Jun 18, 2019



We are very happy with Kohler's customer service. Our shower issue was quickly handled and completely resolved to our satisfaction. Kohler sent a qualified plumber who was courteous, knowledgeable, and professional.

GUILDMEMBER SINCE 2018

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We have surveyed customers on behalf of Kohler ASR in Los Angeles, CA; Austin, TX; New York, NY; Kohler, WI; Beverly Hills, CA; Lorena, TX; Brooklyn, NY; Sarasota, FL; Irvine, CA; San Antonio, TX; and 261 other cities in Florida, California, Texas, New York, Massachusetts, and 16 other states.

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Carolann F.
Sun City Center, FL
Jun 14, 2019



The people that came to fix it were very, very nice. I would give them a 4 but the things breaking on it, that is terrible. All of that money that I spent, it should not have cracked to start off with. Now, the door part that they go in and fix something, that came out and I cannot get it back in so they are coming again.

REVIEW

BECHTOLD L.
Oak Hill, FL
Jun 14, 2019



I was very satisfied. The service was excellent and the person was very knowledgeable. I will definitely use Kohler again.

REVIEW

Barbara W.
Nursery, TX
Jun 13, 2019



We ordered two items. One was defective and couldn't be used at all. The other had 2 chips in it. It could be I happened to get the wrong stuff, but I would be skeptical. When I reordered my shower I went with another brand, because I couldn't risk it with Kohler again.

REVIEW

Bonnie H.
Westerly, RI
Jun 12, 2019



I was very pleasantly surprised by how well Kohler and Happy Tubs handled my problem!

REVIEW

HAN M.
Forest Hills, NY
Jun 05, 2019



LOVE THE EXPERIENCE WITH KOHLER! I'M GLAD I USED KOHLER FOR EVERYTHING AT MY HOME.

REVIEW

SHAH A.
New York, NY
Jun 03, 2019



I was very pleased and Kohler did a great job.

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Rob D.
Malibu, CA
May 31, 2019



Richard was courteous, clean, did a great job. I couldn't have asked for a better technician.

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REVIEW

SAGER K.
Huntington, NY
May 31, 2019



It was the first time I used Botto Bros, and Tom was the best plumber I've ever had in this house. I would recommend them to everyone, and I definitely will use them again if I ever need a plumber.

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REVIEW

Ian L.
Winchester, MA
May 30, 2019



They stood behind their products and were very courteous and professional.

Kohler ASR

REVIEW

FUENTES J.
Brooklyn, NY
May 24, 2019



BESIDES, THE ACT THAT MY MOM/ MYSELF WAS LEFT W/O A BATH/ SHOWER FOR OVER 1 YEAR.. WE DON'T BLAME KOHLER FOR THAT MISHAP. WE, DO, HOWEVER, BLAME A SMALL SLEAZY HOLE IN THE WALL CO., THAT CLAIMED TO REPRESENT KOHLER. & THIS, FULLY: THE INFAMOUS BATH PLANET. & THOUGH, WE ARE FOREVER GREAT FULTO JERMY. HIS ASSOCIATE, MARIA, & THEIR LICENSED PLUMBERS.. OUR CURRENT, & FUTURE WISH IS THAT YOU FIND COMPANYYS THAT MASQUERADE AS KOHLER REPRESENTATIVES. & PLEASE.. PRETTY PLEASE, DO EXECUTE THEM TO THE FULLEST EXTENT OF OUT LAW/ LEGAL SYSTEM. MY MOM, SINCE, I WAS BORN, ONLY BUYS/ USES/ SUPPORTS YOUR KOHLER PRODUCTS/ COMPANY. SINCE, I CAN REMEMBER.. I KNEW THE CORRECT SPELLING OF UR CO. NAME. HOW? OUR BATHTUBS HAD THE NAME KOHLER STENCILED ON IT. AS, WELL AS ON EVERY OTHER FIXTURE IN OUR BATHROOM. TRUE. & THOUGH, THINGS GOT BLKEEK, FOR A MINUTE. YOUR SALES STAFF, & MANAGEMENT CO. HAS WON US BACK OVER AGAIN. & THIS TIME, WE'RE NOT GOING ANYWHERE. ONCE AGAIN, WE THANK JERAMY, MARIA, THE PLUMBERS. & ANYONE ELSE, THAT CONTRIBUTED TO ENDING OUR BATHROOM NIGHT MARE. B4, I GO.. I MUST MENTION ONE LAST THING. SINCE, DAY ONE. WE WERE PROMISED A BIGGER BATHING STOOL. AS, WELL AS A LONGER CHRONG SHOWER HOSE. I HAVE EVERY CONFIDENCE IN THE WORLD THAT OUR CURRENT/ FUTURE/ PRESENT BATH NEEDS WILL BE MET.. NOT THAT WE ARE DEALING W. KOHLER EXCLUSIVELY, NOW & FOREVER. VERY BEST. INFINTE BLESSINGS, (YOUR CUSTOMERS FOR LIFE), MRS. JO ELLA FUENTES & FRANKLIN FUENTES

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BARBARA N.
Sarasota, FL
May 09, 2019



The gentleman that fixed the tub did an absolutely outstanding job. You can't tell where he repaired it; even if you use a flashlight. I couldn't be happier with the job.

REVIEW

HARRIS N.
Austin, TX
Apr 23, 2019



after a grueling 3 months back and forth between plumber and plumbing supplier, Kohler got involved. The representative diagnosed (and was accurate within 5 minutes of his arrival). His knowledge and experience was such a nice relief. Still don't have it fixed but it s NOT a Kohler problem! Unless they want to give us credit for our expensive toilet to upgrade to a more expensive with super powers flushing :)

REVIEW

Walter S.
Wantagh, NY
Apr 09, 2019



They had very professional customer service.

REVIEW

BROWN D.
Kissimmee, FL
Apr 04, 2019



Their products are fantastic!

REVIEW

ALMENA C.
Kissimmee, FL
Feb 21, 2019



They showed up on time, completed the work quickly, clean & professional.

REVIEW

ROLFE G.
Austin, TX
Feb 13, 2019



Top notch across the board!

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JOHN S.
South Deerfield, MA
Feb 02, 2019



Excellent service post-signing.

REVIEW

ZUZEL E.
Sorrento, FL
Feb 01, 2019



The gentleman was very professional and did everything in a professional way. I was very satisfied with how the guy handled the entire situation, he cared about the job that he did and he wanted to make sure that I was satisfied. He did everything to fix the problem and took the time to get what was needed. I have nothing negative to say!

REVIEW

WESLEY D.
Brooklyn, NY
Jan 28, 2019



Despite the mishaps the fact that they paid so much attention to try to resolve it give me confidence in the people and brand of Kohler.

REVIEW

ABLES W.
Georgetown, TX
Jan 24, 2019



Kohler is very good at supporting warranty replacements.

REVIEW

MEDRANO A.
Downey, CA
Jan 14, 2019



Randy's was well informed in his work, and explain everything well.

REVIEW

FISHER M.
Cedar Park, TX
Jan 08, 2019



This is a problem with trim work around my Elevance bath. Petrini has not been able to resolve the problem. Last time they attempted a fix they asked me for superglue. The trim came off with first use thereafter.

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VALDEZ J.
Los Angeles, CA
Nov 10, 2018



The customer service was very helpful. They walked me through a DIY diagnosis, and when that was not sufficient, they proceeded to send out a service plumber to review the problem and fix it. It did take two visits for the service technician to properly diagnosis the problem, but he was able to do so and, so far, so good--everything's working as it should.

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