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# CUSTOMER FEEDBACK REPORT *for* Kohler Bathroom Design Service

REVIEW

Carole S.  
Little Falls, NJ  
Aug 21, 2020  
★★★★★

The design service was extremely helpful in designing our bathroom update. We had some ideas about what we wanted and the process our designer used to help her understand our tastes helped her but also helped us to see the options available and better think through what we wanted and what could work best in our space. The sales person at the Kohler store was also very helpful in showing us the options the designer chose so we could clearly see how items looked together. Definitely a must for anyone trying to design a bathroom or do an update. We are extremely pleased with the results.

REVIEW

Gopi K.  
Redwood Shores, CA  
Aug 18, 2020  
★★★★★

Excellent service. Delightful. Exceeded my expectations.

REVIEW

Peter C.  
Weston, CT  
Jul 02, 2020  
★★★★★

I simply don't see how you could find a better designer than Tracey. 5 stars is not enough.

REVIEW

Kathy H.  
Ypsilanti, MI  
May 20, 2020  
★★★★★

Heather was great to work with. She listened carefully and provided options that reflected my tastes and needs. After we finalized the design, she reached out to the local Kohler Design Store to connect them to me so I could see the actual products and get quotes. I highly recommend this service.

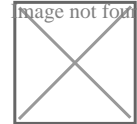
**Kohler Bathroom Design Services**  
Kohler , WI 53044  
(800) 843-2284

**GUILDMEMBER SINCE 2017**

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

We have surveyed customers on behalf of Kohler Bathroom Design Service in Chicago, IL; New York, NY; Miami, FL; San Francisco, CA; Sheboygan, WI; Washington, DC; Seattle, WA; Dallas, TX; Oakland, CA; Danville, IL; and 499 other cities in Iowa, Texas, Indiana, New York, North Carolina, and 42 other states and provinces.

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REVIEW

Jill H.  
Fairfield, CT  
May 17, 2020  
★★★★★

Our designer, Erin, was outstanding and we would love to work with her on future bathroom projects.

REVIEW

John T.  
Manhattan Beach, CA  
Apr 27, 2020  
★★★★★

Helped me a lot. Clear plan on how to complete the bathroom from floor plan to items to purchase. One issue was the vanity countertop recommended. It is a small vanity and the Cambria marble recommended only came in full slabs and was very expensive when I only needed less than half of a slab. There was no alternative provided that matched the other tile s and color plan. I also did not receive recommendations on floor and wall tile grout color to match the color scheme.

REVIEW

John S.  
Great Falls, VA  
Apr 23, 2020  
★★★★★

We were very pleased with our designer and the flexibility the process provided us. Will be using it again for our next bathroom remodel.

REVIEW

Rachel O.  
Anchorage, AK  
Apr 16, 2020  
★★★★★

This was an amazing service for the value. Designer was able to work with our changing needs and update her plans accordingly.

REVIEW

Robert W.  
Hinsdale, IL  
Mar 30, 2020  
★★★★★

I thought the end product was extremely lacking. The renderings didn't look correct since the windows and ceilings were not correctly represented even though pictures and dimensions were provided. I also thought the selection process was very limited. I would not recommend this to anyone as I thought the results were poor and not worth the cost.

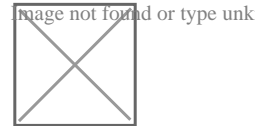
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REVIEW

Julie A.  
Indianapolis, IN  
Mar 23, 2020  
★★★★★

Jennifer was amazing! She completely got the look we were going for, and she put together a comprehensive design that worked for us. Having the rendering so we could see what it would like was so helpful, and having samples to take with us was helpful too. This was a bargain for design help - would absolutely recommend. Jennifer kept us informed of the process at every stage. All around, it was great!

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REVIEW

John K.  
Norwalk, CT  
Feb 29, 2020  
★★★★★

We worked with a very knowledgeable designer. Her product recommendations made our shopping experience much, much easier. Room drawings were also extremely helpful for the various tradesman working on the project.

REVIEW

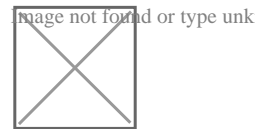
Jussi O.  
Madison, WI  
Feb 28, 2020  
★★★★★

The Kohler service gave us everything we needed to move forward with confidence. What a great way to go!

REVIEW

Tracy K.  
De Pere, WI  
Feb 25, 2020  
★★★★★

Absolutely recommend! I'd love to design and decorate my home, but without Angela's help, I never would have come up with the floor plan for my small (6' x 8') bathroom space. We were able to put everything I wanted into this room, and it will be fabulous! Well worth the money I spent on the service. I will save that much being able to present a well designed plan to my contractor, not to mention the rebate on Kohler products I use in this bathroom.



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**Kohler Bathroom Design Service**

REVIEW

Peter B.  
San Angelo, TX  
Feb 17, 2020  
★★★★★

I hired a local decorator to assist me with a home remodel in 2008 and she was OK. I had no idea that Kohler did these services but I am extremely pleased with the results that Tracey produced for me on my master bathroom remodel. The whole process was amazing and she is very talented. It produced a master bath plan that I never imagined would be so great. I just received my sample box with the tile and cabinet surfaces and can really see how it will look. I am dreading construction, but am really excited about the outcome. It's going to be the best bathroom ever.

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REVIEW

Chris R.  
Concord, CA  
Feb 12, 2020  
★★★★★

We had a great experience with our designer. She provided several good options at our first meeting and then worked with us to refine the design to reflect our vision of the new space.

REVIEW

Schuyler O.  
Gore, OK  
Feb 04, 2020  
★★★★★

Tracey Biesterfeldt was very professional, pleasant and helpful throughout this process.

REVIEW

Rebecca R.  
Wilson, WY  
Jan 12, 2020  
★★★★★

I loved the Kohler Design Service. Living in a remot area it was such an easy process without having to drive around to look at samples and “shop around”. The design pictures, which included all the products I selected, were amazing and really provided a vision of my future master bathroom. It was also great to receive a product box with samples so I could actually “feel” the product. So easy and so creative. Thank you Kohler for making my bathroom remodel a seamless process.

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REVIEW

Roy N.  
League City, TX  
Jan 08, 2020  
★★★★★

Tracey was very easy to work with and addressed every concern we had with this major bath remodel. We would recommend the service to anyone needing turnkey help from concept to shopping list.

REVIEW

Johnsine O.  
Rehoboth Beach, DE  
Jan 04, 2020  
★★★★★

Excellent service and very easy process to arrive at a beautiful bathroom design!

REVIEW

Frank S.  
Oakland, CA  
Dec 31, 2019  
★★★★★

Our designer, Erin was fantastic

REVIEW

Daniel K.  
Omaha, NE  
Dec 31, 2019  
★★★★★

Working with Kohler Bathroom Design Service is an easy and cost effective way to take all of the concepts, notes, measurements and pictures that represent our ideas for remodeling and transform them into more practical, actionable forms. In our case, we've discovered that walking through the process changed our approach to some key design elements. With plans and renderings in hand, we are still doing some markups/mock-ups to double check each key aspect before starting the build process.

REVIEW

Betsy H.  
Millcreek, UT  
Dec 21, 2019  
★★★★★

I'm glad I used this service - it saved me a lot of time that I didn't have to spare. I have a bathroom that I envisioned but didn't know where to start on selecting products on my own. I recommend using pros to help design kitchens and master bathrooms because messing them up will cost you in your home's value.

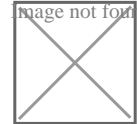
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REVIEW

Fred A.  
Sister Bay, WI  
Dec 16, 2019



The Design Service by Kohler was a great find! Professional, detailed and actually quite fun! Thanks to Erin for a great experience.

REVIEW

Majida O.  
Edgewater, NJ  
Dec 06, 2019



Designer was nice and attentive. She provided ideas and recommendations. This service is good for someone who does not what they want or where to begin or how to pull things together. But if you know what you want you can do it on your own

REVIEW

Brigitte L.  
Roselle, IL  
Dec 03, 2019



I was amazed how well it worked collaborating with a designer remotely. Erin was excellent. I felt she had walked through my home; she had such a great sense of space as it currently stood and what it could become. Everything was so professional. The tile guy was amazed at the drawings I gave him. A great sense of WOW!

REVIEW

Linda G.  
Roslyn, NY  
Dec 02, 2019



The Kohler Bathroom Design service was a great way to kickstart my bathroom remodel. Our designer was friendly, knowledgeable and great to work with. She listened to our needs and worked with us to ensure our the final design drawings met our requests. This option is great for those with busy schedules but need to get a design project underway.

REVIEW

Johnsine O.  
Rehoboth Beach, DE  
Nov 22, 2019



Excellent service and advice on how to transform your bathroom, including fixtures, tile, and lighting. Unbelievably valuable to get a professional designer's suggestions.

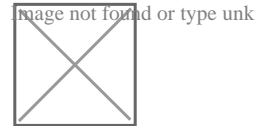
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REVIEW

Beverly O.  
Davidsonville, MD  
Nov 04, 2019  
★★★★★

I was very pleased with the Kohler Bathroom design service. The process was easy and the designer offered 2 options which kept my budget goals in mind. The final design was beautifully presented. I highly recommend this service for a simple bathroom "refresh", however I don't suggest using this service if you are doing a major renovation of a bathroom. Other than replacing the toilette and sink and adding new tile, we wanted to convert a tub into a shower stall only - we discovered a few snags during the construction process that we were able to solve but did take us by surprise - I think because the designer was relying on photos and actually see the space these snags popped up. They were unavoidable but would have been good to know ahead of construction.

REVIEW

Travis R.  
Aztec, NM  
Oct 21, 2019  
★★★★★

They offer a great service at a reasonable price!  
Highly recommend!

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