

CUSTOMER FEEDBACK REPORT *for*  
**American Standard Walk-In Tubs**

## Customer Feedback Summary

Of 14,880 customers surveyed, 9,861 responded



## Recent Reviews & Published Comments

REVIEW

Frances O.  
Greenville, SC  
Aug 21, 2019  
★★★★★

I am very pleased with the product and it is very helpful to me.

REVIEW

Lawrence M.  
Louisville, KY  
Aug 21, 2019  
★★★★★

We are enjoying the tub very much.



902 West North Carrier  
Parkway  
Grand Prairie , TX 75050  
(888) 758-9701

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REVIEW

Kip H.  
Mesquite, TX  
Aug 21, 2019



I would caution future purchases to ensure proper communication is maintained at all times.

Comment from American Standard Walk-In Tubs

We would like to speak to you further regarding your experience. Please give our Customer Care Team a call at 855-225-2183. Thank you.

REVIEW

Sandra H.  
SAN ANTONIO, TX  
Aug 20, 2019



excellent staff, quality installation and wonderful product

REVIEW

Harold H.  
Signal Mountain, TN  
Aug 20, 2019



They did a super excellent job.

Comment from American Standard Walk-In Tubs

Thank you for sharing, Harold and Cynthia. We're happy to have you as part of the American Standard family!



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REVIEW

Iraida C.  
Sudbury, MA  
Aug 20, 2019



Just ask questions and be careful what you are getting.

Comment from American Standard Walk-In Tubs

We want to make sure you are completely satisfied, Iraida. Please don't hesitate to reach out to our Customer Care Team at 855-225-2183 if you need any assistance with anything.

REVIEW

Dwayne L.  
Boca Raton, FL  
Aug 19, 2019



I am visually impaired, but when they got done it looked so good! They did a good job putting everything back together.

Comment from American Standard Walk-In Tubs

We're glad to hear our team met your expectations, Dwayne. We're happy to have you as part of the American Standard family! Enjoy!

REVIEW

John C.  
Sweet Home, OR  
Aug 19, 2019



I am very satisfied and impressed with the skill and tenacity of Ed and the work crew.

Comment from American Standard Walk-In Tubs

Thank you for sharing this with us. We will pass this along, Ed and his crew will be very happy to hear this! Enjoy!



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REVIEW

Theresa A.  
Palm Coast, FL  
Aug 17, 2019



The tub is perfect. It was installed properly, it works, and I love it.

Comment from American Standard Walk-In Tubs

We're happy to hear this, Theresa! Enjoy your tub! :)

REVIEW

Lee P.  
LA CONNER, WA  
Aug 17, 2019



very profesenal

Comment from American Standard Walk-In Tubs

You just made our team's day, Lee! Enjoy your tub! :)

REVIEW

Marilyn R.  
Columbus, OH  
Aug 16, 2019



They should return your phone calls. I paid them in full, and I feel I am entitled to a call to see what concerns I may have.

Comment from American Standard Walk-In Tubs

Hi, Marilyn. Our Customer Care Team can be reached at 855-225-2183. Please give us a call so that we can help.

REVIEW

Amelia S.  
Philadelphia, PA  
Aug 16, 2019



the whole experience was good!those 2 installers from the door were a God send

Comment from American Standard Walk-In Tubs

Thanks for the kind words! Enjoy!



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REVIEW

William S.  
Senoia, GA  
Aug 16, 2019



I thought he was very professional from start to finish.  
He kept us well informed. My wife loves it.

Comment from American Standard Walk-In Tubs

Thanks for taking the time to provide feedback,  
William! We're happy you're enjoying your walk-in  
tub!

REVIEW

Barbara M.  
Union City, CA  
Aug 15, 2019



This was the best thing I did for my self and has help  
my back and my whole body and to get to seat down  
that's so nice i feel safe now

Comment from American Standard Walk-In Tubs

We love to hear that, Barbara! Thank you for sharing  
your experience.

REVIEW

Larry L.  
Chicora, PA  
Aug 15, 2019



very satisfied and I would recommend them

Comment from American Standard Walk-In Tubs

We love to hear that, Larry! Thanks for being part of  
the American Standard family.

REVIEW

Mary G.  
Five Points, AL  
Aug 15, 2019



I was most satisfied with the installation. It was done  
so fast and I was shocked.

Comment from American Standard Walk-In Tubs

We're happy to hear our team did a good job, Mary!  
We appreciate your feedback.



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REVIEW

Bruce S.  
Belle Plaine, MN  
Aug 15, 2019



I am very pleased with the product and I am enjoying my tub.

Comment from American Standard Walk-In Tubs

That's great to hear! Thanks for the review.

REVIEW

Marlene C.  
WALDORF, MD  
Aug 15, 2019



I was most satisfied with the time it took to install. It took a day and a half.

Comment from American Standard Walk-In Tubs

That's wonderful! Thanks for reviewing your experience. Enjoy!

REVIEW

M.R.J.  
Wakeman, OH  
Aug 15, 2019



I think they are targeting the elderly and the handicap with the price. Everybody is trying to not get hurt and then you have to get a loan for the bathtub.



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REVIEW

Phyllis S.  
Landrum, SC  
Aug 15, 2019



I did not understand the pricing completely after we met with the sales representative, nor did I ask, but when the installer came, he explained the breakdown. The installer told me a third of the price was for the tub, a third was for the installation, and a third was for the home warranty. My parents are in their early 90's so they may never get the full use out of that home warranty. I would have liked to have had a little more explanation regarding the pricing on the front end.

Comment from American Standard Walk-In Tubs

We're sorry to hear about the confusion, Malorie. If you would like to talk to our customer care department, they can be reached at 855-225-2183.

REVIEW

Mary N.  
Carolina Shores, NC  
Aug 14, 2019



They were wonderful and courteous, a father and son team and they knew how do so much.

Comment from American Standard Walk-In Tubs

We're pleased to hear our crew did a wonderful job. We're happy to have you as part of the American Standard family!



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REVIEW

Randy L.  
INDIANAPOLIS, IN  
Aug 14, 2019



People need to be aware of the size of the tub vs. the hot water heater.

Comment from American Standard Walk-In Tubs

We would like to talk to you about this further, Randy. Please reach out to our Customer Care Team at 855-225-2183. Thanks!

REVIEW

Estelle A.  
Orrtanna, PA  
Aug 14, 2019



They did a really great job. I am satisfied with all areas and I enjoy using the tub.

Comment from American Standard Walk-In Tubs

That's great to hear! Enjoy!

REVIEW

Mary B.  
KOKOMO, IN  
Aug 14, 2019



It reminds me a lot of my swimming pool in Florida. It is very relaxing and it helps get rid of my back pain.

Comment from American Standard Walk-In Tubs

Sounds like you're really enjoying your new tub! Thanks for the review!



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REVIEW

Peggy W.  
PHOENIX, AZ  
Aug 13, 2019



Safety Tubs Company was polite and answered all of my questions. They were easy to work with, and they made me feel like I was getting the right product. The installation crew kept the area clean during install which I know could have gotten really messy. I appreciated that, and I was totally pleased with them.

Comment from American Standard Walk-In Tubs

We're pleased to hear our crew did a wonderful job keeping the area clean and answering all of your questions. Thank you for sharing this with us. Enjoy! ????

REVIEW

Linda V.  
Guthrie, OK  
Aug 13, 2019



I would recommend this for everyone.

Comment from American Standard Walk-In Tubs

We like hearing that! Thank you for being a part of the American Standard family! ????

REVIEW

Terry C.  
Panama City, FL  
Aug 13, 2019



The crew was great to work with. They came when they said they would and did what they said they would do.

Comment from American Standard Walk-In Tubs

We are delighted to hear that. Thank you for the great review. Enjoy! ????



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REVIEW

Ricky B.  
Ruston, LA  
Aug 13, 2019



They were very efficient. They finished the job in one day even though they said it would take 2. They were a great crew.

Comment from American Standard Walk-In Tubs

We love hearing feedback like this! We will pass this along to the crew. Welcome to the American Standard family!

REVIEW

Herry G.  
Iron Mountain, MI  
Aug 13, 2019



They were exceptionally good and did a nice, neat job. They explained everything very well

Comment from American Standard Walk-In Tubs

We are very happy to hear this! Enjoy your new tub! ????

REVIEW

Beverly H.  
Sanger, CA  
Aug 12, 2019



It's really nice to take a bath now.

Comment from American Standard Walk-In Tubs

That's wonderful to hear, Beverly! Please enjoy! ????



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