CUSTOMER FEEDBACK REPORT for
American Standard Walk-In Tubs

Customer Feedback Summary
Of 6,575 customers surveyed, 4,295 responded

- Sales Knowledge: 92%
- Installation Crew Professionalism: 90%
- Construction Quality: 88%
- Schedule: 86%
- Communication: 84%
- Value: 83%
- Likely to Recommend: 83%
- Work Done Right: 82%

Recent Reviews & Published Comments

REVIEW
Dennis C.
Maiden, NC
Oct 26, 2017

They were very professional and very honest with their commitment. They were professional with the workmanship.

REVIEW
John P.
New Market, MD
Oct 25, 2017

The installers did an excellent job, very courteous and very careful of our home, as was the salesman. The only issue we had was the timeliness of the install.

REVIEW
Jim B.
Olympia, WA
Oct 24, 2017

Although the product is considered the Cadillac of walk-in tubs, the salesman told us it would, most likely, be installed within two to three weeks. It wound up being installed over four months later. I didn't buy excuses. I bought a walk-in tub. So much for public relations...
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REVIEW
Joseph R.
Deatsville, AL
Oct 24, 2017
I think it is a high quality tub, but it is over priced.

REVIEW
Gale W.
Lexington, KY
Oct 24, 2017
The installer impressed me the most. He made a special trip back out here to explain to the plumber exactly what was needing to be done. He was so hands on. The plumber said they have never met somebody so knowledgeable and informative. If they could duplicate that installer they should.

They worked hard and done a great job.

REVIEW
Borland T.
Franklin, NC
Oct 24, 2017
The price is higher than necessary but the tub is nice. They should provide the installers with a collection of fittings and high quality supplies to complete the job.

Make sure you review all the completed work, before they leave. If they take out your door frames, make sure they are put back properly. Ours were not flush mounted back. Other than that, we are very satisfied.

I am satisfied with all of it!

REVIEW
Cindy L.
Jeffersonville, GA
Oct 24, 2017
I love the walk-in tub. It is fabulous! I enjoy the whirlpool and shower.
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REVIEW
Robert O.
Hudson, NC
Oct 23, 2017
★★★★★

My wife loves it!

we like the tub about 1/2 as much al we thought we would.... they need to toll every one that they NEED a NEW shower curtain set up... or include it in their offer. When the water hits your back it sprays out of the tub.

I have severe arthritis. I am no longer able to take my medication, because it is not good for my liver. I am now able to use aspirin, combined with the tub. I find the pain in my joints has much improved. The tub is working well for me.

I was kept informed about the installation date. The crew arrived when promised and did a very professional job. I also liked that the men were friendly and gladly answered questions.

NOT A GOOD EXPERIENCE BUT THE TUB WORKS GOOD

We are very, very satisfied. We wish we had done it sooner.

902 West North Carrier Parkway
Grand Prairie , TX 75050
(877) 304-2800

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, American Standard Walk-In Tubs relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of American Standard Walk-In Tubs in Los Angeles, CA; Houston, TX; Chicago, IL; Orlando, FL; San Antonio, TX; Tucson, AZ; San Diego, CA; Austin, TX; Phoenix, AZ; Jacksonville, FL; and 3824 other cities in Florida, Kentucky, Georgia, Colorado, California, and 41 other states.

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REVIEW
Pam A.
Preston, ID
Oct 16, 2017
★★★★★

The entire thing was handled incorrectly. It was a fiasco from the minute we did it. The plumber man, in the end, did a great job. That thing was supposed to come in because it was hardly going to be anything at all. It was not quite that, it went on and on and on. I think before they left someone to...

REVIEW
Dave D.
Tonawanda, NY
Oct 16, 2017
★★★★★

They were right on time, very professional, very neat, and they protected the house with drop cloths. They did a great job, and I was very satisfied with the work.

REVIEW
Janet L.
Hillsdale, MI
Oct 16, 2017
★★★★★

I could not be more pleased. I went with American Standard, because when I was growing up we had their products. They are a well reputable company, and have been around a long time.

REVIEW
M.L.F.
Houston, TX
Oct 16, 2017
★★★★★

I have not heard one word from anyone as to my satisfaction. Rusty said he would be at my residence on the day of installation - I have not seen or heard from him since the sale. The installers were very professional and courteous.

REVIEW
Bill M.
Brewster, MA
Oct 16, 2017
★★★★★

It is great! I enjoy it very much.

REVIEW
Joan L.
Key West, FL
Oct 14, 2017
★★★★★

Took twice as long for them to come to house to install and then we still do not have our electrical problems solved solved...
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REVIEW
Kathleen L.
University Place, WA
Oct 13, 2017
★★★★★

Good product, but be careful with the salesman.

REVIEW
Ed K.
Olympia, WA
Oct 13, 2017
★★★★★

I was exceptionally pleased with the workmanship, and intensity of the installers. They tired their very best to accommodate us the best they could.

REVIEW
Bill C.
La Quinta, CA
Oct 11, 2017
★★★★★

I had the tub installed, and was very pleased.

REVIEW
Lenny F.
Akron, OH
Oct 10, 2017
★★★★★

The first scheduled day of installation was rescheduled to 11 days later due to the installer not finishing previous day's tub installation When new installer came, they worked diligently.

REVIEW
Johanna R.
Dayton, OH
Oct 09, 2017
★★★★★

I enjoy it immensely!

REVIEW
Jean S.
Marlin, TX
Oct 09, 2017
★★★★★

Everybody in my family thinks I got my monies worth! The Salesperson was very professional, personable, and made me feel great about everything.

REVIEW
JAMES A.
Saint Peters, MO
Oct 09, 2017
★★★★★

I love the walk-in-tub! However, I am not satisfied with the finish work around the tub. The caulking around the tub and back-splash does not look very professional, even after having the installer back twice. It needs to be done over again.
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REVIEW

Garth L.
Carthage, TX
Oct 07, 2017
★★★★★

Good product.

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