

CUSTOMER FEEDBACK REPORT *for* Safe Step of Canada (Canadian Safe Step Tubs)



REVIEW

Edward C.
Omak, WA
Feb 06, 2019



Our experience with SafeStepTubs has basically been the most expensive, in money, time, and emotional upset to date! First install was so bad a new one was installed, but the quality of the materials kept repair crews coming back for almost a year. We are finally tired of being so upset and don't want them back to fix anything - it will never be right. The caulk they use basically doesn't really cure. It continues to pull out and expose the seam in the shower - we are worried about getting mold behind the thin walls. We do urge anyone thinking about installing a shower with company to do research - Costs thousands of dollars for what we've been told we could have had installed for less than \$2,000.

REVIEW

John M.
Crooked River
Ranch, OR
Aug 23, 2018



It has worked very well since it was installed! I have absolutely no complaints!

REVIEW

Tori B.
Portland, OR
Aug 22, 2018



I suffer from tremors from my knees down and this tub has helped me to regain my sanity and it's keeping me safe at home. I lose my balance in regular tubs but from a seated position I can get right up, and it's also kind of fun to use all the color-coordinated buttons and the volume...I'm glad I can endorse it.

Unit B103 9000 Bill Fox
Way
Burnaby , BC V5J 5J3
(855) 664-4364
www.safesteptubs.ca

GUILDMEMBER SINCE 2015

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We have surveyed customers on behalf of Safe Step of Canada (Canadian Safe Step Tubs) in Portland, OR; Vancouver, WA; Eugene, OR; Spokane, WA; Boise, ID; Tacoma, WA; Anchorage, AK; Brookings, OR; Beaverton, OR; Albany, OR; and 353 other cities in Oregon, Washington, Idaho, Utah, Montana, and 10 other states and provinces.

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REVIEW

L T.
North Bend, WA
Aug 22, 2018



my son was the person who did the initial paperwork for my step in bathtub. I have a tendency to fall and it concerned him a lot. I had just broken my knee in a fall down my stairs and the healing process was long and painful. The tub installation was done quickly and efficiently. All I had to do is call my plumber to set the water heater higher so I could get sufficient warm water to fill the tub. It has been a life saver for my knee, with its water jets and the exercises shown on your video.

REVIEW

Linda W.
Longview, WA
Aug 22, 2018



I love my tub. It keeps me in my home. If I had not changed out my tub I would not have been able to stay here.

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ROBERT P.
RENTON, WA
Aug 21, 2018



At the time of the installation for the doors, they put a curtain in first-the doors were \$900. I said, OK, I would like the privacy doors. I said this to Frank first; they had already put the curtains on-- that was fine. The day they put the doors in the bathroom, however, my horse was sick, and I was meeting with veterinarian. I went in when they were going to leave, and I said, 'Oh my gosh! You can see through these doors!' He said 'Yes.' I was like, "They're supposed to be the privacy doors, where you can't see through them." He said he'd shoot an e-mail to the office and that I could call. I did call. She switched me to a service manager, and he was so rude and said, 'You'll have to live with the doors, that's that.' I called every number I could find, and they wouldn't respond, and now I'm stuck with doors I don't want or like. That's where I'm left at.

REVIEW

Carol P.
Spokane, WA
Aug 15, 2018



I wish I had thought more about it before I went ahead with it. But I am getting used to it and enjoying it.

REVIEW

Peter A.
Clackamas, OR
Aug 15, 2018



They did a great job.

REVIEW

Anne H.
Prineville, OR
Aug 09, 2018



I could not have been happier with the service and installation. The crew was awesome and informational. I just felt like family - I knew what I was doing and how everything was going to work.

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REVIEW

Ronald J.
Roseburg, OR
Aug 08, 2018



It's fine!

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REVIEW

Adriana W.
Lakeside, OR
Aug 08, 2018



I was fine with it.

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REVIEW

DORIS K.
WINSTON, OR
Aug 04, 2018



It benefits me because I have fiber myalgia and sore muscles. I can't step up into a tub anymore, I'm 84 years old. I really like it.

REVIEW

Betty B.
Wheatland, WY
Aug 02, 2018



I have always been impressed. I will be 87 this winter and I have not been able to get in the tub for two years so I am happy to be able to get in a tub. It has helped with my edema. I am very satisfied with it.

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REVIEW

Gary R.

Aug 01, 2018



The install and workmanship were just ok. I had to have someone repair the wall board where the electrician ran the power - I would think it only proper to do a job all the way rather than leave the finish repair work to the homeowner. It would have been good if the salesman had told us we need a bigger hot water heater. We can not fill the tub all the way so it is not being used as intended, Guess it is better to get the sales commission rather than care about customer satisfaction. I also believe I could have found something less expensive. Overall I am pretty dissatisfied with the purchase and the experience. I would not recommend Safe Step Tubs. I don't think Safe Step Tubs should be advertised in AARP publications (they are) because I feel they are taking advantage of the elderly - read other reviews (which I did after the purchase) and you will see a number of issues similar to mine. I bought into a high-pressure sale and am embarrassed that I did.

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REVIEW

K.

Battleground, WA

Jul 31, 2018



It is comforting to know that I can walk in my tub and shower and feel safe and comfortable.

REVIEW

Private M.

Grants Pass, OR

Jul 31, 2018



They were very professional and know the business.

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REVIEW

Gay P.
Milwaukie, OR
Jul 31, 2018



The only thing we do not like is that it takes a long time to fill up.

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REVIEW

Janice R.
HILLSBORO, OR
Jul 30, 2018



I enjoy the tub, and it's very relaxing.

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REVIEW

Steven C.
Castle Rock, WA
Jul 27, 2018



The salesman was of course very friendly and gave us discounts. We went with a walk in shower. It was still very expensive. We do like it very much and it makes taking a shower alot easier. The salesman had promised us a shower rod with the install, but we never received it even after calling and asking for it. There is also a crack in the shower wall up high. Over all we are happy with it, but like most companies there first desire is to sell you their product and customer satisfaction second.

REVIEW

Lupe M.
Medford, OR
Jul 26, 2018



I sure do enjoy it and I think it's a very wonderful thing.

REVIEW

James T.
Spokane, WA
Jul 26, 2018



If you have any questions call me at 509-279-4488

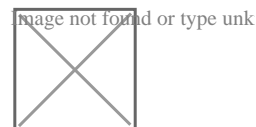
REVIEW

Charlie P.
Canby, OR
Jul 26, 2018



I love my tub!

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REVIEW

Tom G.
John Day, OR
Jul 26, 2018



They did a fantastic job, very well done.

REVIEW

Margarete S.
Lakewood, WA
Jul 26, 2018



I think they are too expensive for the stuff for the way it's made. It's cheaper on the outside.

REVIEW

Lonnie H.
Dallas, OR
Jul 26, 2018



WE are very pleased with our safe step tub. It met all of our expectations. Everyone was easy to work with and did a fantastic installation.

REVIEW

Fran D.
Jul 26, 2018



Beware of your salesperson, ask questions, and don't make a decision before you check with the VA. You can find a better quality of tub by an American company at a better cost.

REVIEW

Nix
Condon, OR
Apr 18, 2018



I totally satisfied with all aspects of this transaction but this survey - I can't get the stars to mark I would give it 5 stars .

REVIEW

John W.
Longview, WA
Mar 19, 2018



Along with all of the 4's, the general demeanor of the people mentioned was not aggressive towards me. I am a Vietnam veteran that is 100% PTSD disabled. Everybody understood what I meant when I told them that. We got along well with each other and didn't have any issues.

REVIEW

Harding
Vancouver, WA
Mar 18, 2018



The job was finished in just one day, and has greatly improved by showering since I have limb girdle MD and cannot use a bath tub. The entire job went well and I am completely satisfied.

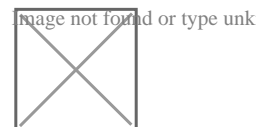
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Renee N.
Vancouver, WA
Mar 17, 2018



The installers did an outstanding job. They were very professional, and they knew exactly what they were doing.

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