

# CUSTOMER FEEDBACK REPORT *for* Safe Step of Minnesota

218 North River Ridge  
Circle  
Burnsville , MN 55337  
(877) 882-7220

## REVIEW

Danielle G.  
Chicago, IL  
Nov 13, 2018



Everything was good.

## REVIEW

Shirley N.  
Lincoln, NE  
Oct 24, 2018



I love the product, it is great.

## REVIEW

Richard D.  
South Holland, IL  
Sep 25, 2018



It is an excellent item to have in the house for elderly people. It is handy and easy to use.

## REVIEW

Joyce K.  
Schiller Park, IL  
Sep 18, 2018



I am very pleased with my safe step tub. It is so relaxing to sit back with the jets on. The colored lights just add to the experience. I have had no technical problems, everything works perfectly. Upkeep is very simple and the quality shows.

## REVIEW

Francis F.  
Riverwoods, IL  
Sep 05, 2018



The whole process went quickly and smoothly, the product is sound, and I like the lifetime warranty.

## REVIEW

Kenneth P.  
Aurora, NE  
Sep 05, 2018



I love my tub.

## REVIEW

Carol M.  
Lacon, IL  
Sep 05, 2018



It really does say it will do what it does for you, with the fine bubble cleansing and the massage. I wanted to pamper myself and I had lower back problems and I feel that it has helped with that.

## GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Safe Step of Minnesota relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Safe Step of Minnesota in Chicago, IL; Milwaukee, WI; Omaha, NE; Wichita, KS; Kansas City, MO; Rockford, IL; Independence, MO; Kenosha, WI; Saint Paul, MN; Blaine, MN; and 807 other cities in Illinois, Wisconsin, Iowa, Nebraska, Texas, and 11 other states.

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REVIEW

James W.  
Sedalia, MO  
Sep 05, 2018



I am just very happy with my tub. I saw the ad and decided I wanted to get one.

REVIEW

Gary S.  
Kansas City, MO  
Sep 04, 2018



The crew was on time. They had it all done in a day and they were professional. I don't have anything bad to say about the company or the installers.

REVIEW

Lola W.  
Raytown, MO  
Aug 22, 2018



I had a good experience at first but since I've had trouble with the tub draining properly I've been very disappointed.

REVIEW

Cal C.  
Lincoln, NE  
Jul 31, 2018



It is great and I love it.

REVIEW

DANNY B.  
Kansas City, MO  
Jul 31, 2018



The only thing I got against it is, I am a pretty god size fellow and it took me a while to get the door shut. I had to sit up against the back and wiggle it shut.

REVIEW

Audrey T.  
Jul 28, 2018



I like the Safe Step.

REVIEW

Stanley W.  
Columbus, NE  
Jul 28, 2018



He did not have all the parts when he first arrived. It leaked onto the basement floor, but other than that it was good.

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REVIEW

Terry B.  
Jul 27, 2018



The construction and design of the tub are absolutely great, very well engineered.

REVIEW

Letro W.  
Forest Park, IL  
Jul 26, 2018



The people I dealt with were very nice people.

REVIEW

Mary A.  
Saint Paul, NE  
Jul 26, 2018



I am very satisfied with the new tub!

REVIEW

Jacqueline W.  
Terre Haute, IN  
Jul 26, 2018



It gave me a sense of peace with being able to stay in my own home.

REVIEW

Fellion S.  
Jul 26, 2018



I would recommend it to anyone. Sick or well you need to have one.

REVIEW

Terri J.  
Saint Charles, IL  
Jul 26, 2018



I would recommend someone viewing the tub before purchasing. It was misrepresented to me when I asked a very specific question. When I used it it was not quite what they said. The tub is very expensive, so it was a big disappointment.

REVIEW

LINDA W.  
Chicago, IL  
Jul 26, 2018



Although it has been quite difficult to get ahold of the repair personnel, once they are here, they are quite professional and very nice. I have had problems with the electrical part of my tub several times since its installation. I hope that problem is finally solved.

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REVIEW

Yes

Richard R.  
Brunswick( Lamere ),  
NE  
Jul 26, 2018



REVIEW

I am satisfied with the install and work. I just assumed that I would be getting a seat but I did not.

Cassell  
Decatur, IL  
Apr 21, 2018



REVIEW

The open/close mechanism for the drain fell apart 2 times. Looks like a very poor design to me. Guy came out and fixed but a week later it's falling apart again. If it don't open the drain you cannot open the door and get out. You shouldn't have to be worried about that when you are using the tub.

Dingels  
Sugar Grove, IL  
Apr 09, 2018



REVIEW

The installation team were very professional and demonstrated all the features of the walk-in-tub.

Carey  
Emerado, ND  
Mar 31, 2018



REVIEW

My mother purchased her tub in July 2017. She can't close the door while sitting on the seat or standing, unless she turns her body to where the tub spout and hand sprayer is located. Only then can she close the door. This is a safety concern! Her back jets and foot jets are hooked up in reverse. The first time she turned on the foot jets, the back jets sprayed and gave her quite a scare. I have called the salesperson that sold her the tub. As of this review, I am still waiting to hear from him and/or his supervisor. The tub installer was a very nice and professional man.

Dennison  
Springfield, IL  
Mar 21, 2018



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Weiss  
White Bear Lake, MN  
Mar 19, 2018



This company did not address my concerns, my desire to alter the purchase, a request for repair went unacknowledged for 10 days and then had to be scheduled almost a week later. I sent letters to the president in Nashville that have been totally ignored, even though I have certified mail receipts for those letters. The bank used for financing was very unresponsive and have failed to send my request of a paid in full amount. This company is nothing but a senior fraud operation with sufficient skill to fool a person who still believes people by their nature are honest. It has been a totally disappointing and illegal process. They do not send behind their product or respond to concerns from the buyer.

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REVIEW

Brumm  
Lodi, WI  
Mar 16, 2018



All work and sales people were great. My wife and I use this tub as much as possible. Takes care of aches and pain in legs and back. This item is excellent. Thank you.

REVIEW

Ramoska  
Mount Prospect, IL  
Mar 15, 2018



I'm 70 and have many times dealing with contractors and I can say without a doubt that I have never dealt with a better company. The work was done in 1 day and the installers were great. The finished product looks and works as good as can be. I would recommend Safe-Step to all who asked - just great people to deal with.

REVIEW

Buchli  
Fairbury, NE  
Mar 09, 2018



We have a few problems that need adjustment.