

# CUSTOMER FEEDBACK REPORT *for* Tiger Bath Solutions



## REVIEW

Sandra T.  
Waukegan, IL  
Apr 02, 2019



like the tub the guys were great

## REVIEW

Pasquale D.  
Berwyn, IL  
Mar 13, 2019



They did a great job of completing my project.

## REVIEW

James V.  
Downers Grove, IL  
Jan 30, 2019



The folks that were out here were quite professional and courteous. They were a joy to have around.

## REVIEW

Lucille F.  
Chicago, IL  
Jan 06, 2019



The entire staff from Tiger Bath were all professional, courteous, patient and thorough. Anytime that we called or had issues or concerns to resolve, the customer service representative delivered outstanding customer service. Anything that service technician had to come, the arrival was always within the scheduled time given the previous day. Angelo, the service technician was great and Sam, the customer service scheduler, followed up to make sure all issues were resolved.??

## REVIEW

Michael T.  
Niles, IL  
Jan 01, 2019



joe was great

## REVIEW

Robert M.  
Carol Stream, IL  
Dec 16, 2018



We needed a First Rate Tub/Shower for a Household Member with some Special Medical Needs. We wanted a System that would handle her needs without making the Master Bath look like a Hospital. Tiger Bath had a Solution that fit our needs perfectly.

570 E North Frontage  
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(708) 223-7134  
[www.tigerbath.com](http://www.tigerbath.com)

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### REVIEW

Deborah E.  
Downers Grove, IL  
Dec 13, 2018



Waited 4.5 months to have the shower area "done" which it is NOT completely done yet and the customer service is putting me on hold once again. I have a list of things that needed attention to. I would NOT hired them again. The price for just doing the shower area only I could have hired someone else to do a small bathroom for the same price. I'm very sorry I hired Tiger Bath Solutions. I could go on and on but I'm just frustrated right now.

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### REVIEW

Ondria M.  
South Holland, IL  
Dec 11, 2018



The job was done very well. The installation was exemplary.

### REVIEW

D.L.A.  
Lyons, IL  
Dec 10, 2018



The install went great. Took way to long to get materials. Ordered product in July install was done in mid November. Took over almost 4 months to get 1 window made. First window failed quality control. The replacement then took another 3 months to be remade

### REVIEW

Thomas P.  
Chicago, IL  
Nov 27, 2018



Six weeks is an acceptable time frame (what our expected time was), but 12 weeks is not an acceptable time frame, which is how long we actually waited.

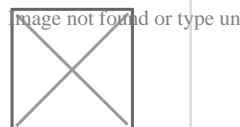
### REVIEW

Mary S.  
Aurora, IL  
Nov 24, 2018



The only problem we had was the waiting time much to long . From the time we signed the agreement it was 12 weeks before our shower was installed . And they had said it would be 4 to 8 weeks .

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## REVIEW

Opal M.  
Plainfield, IL  
Nov 24, 2018



TIGER BATH REPRESENTATIVES WERE FRIENDLY,KNOWLEDGABLE,COUTREOUS,PROFESSIONAL AND ENDED WITH A CLEAN WORKSPACE. THE SHOWER PRODUCT WITH A SEAT IS ESPECIALLY GOOD FOR ME WITH ARTHRITIS AND SOME DIFFICULTY GETTING INTO A TUB. IT IS ESAY TO CLEAN AND LOOKS GREAT.

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## REVIEW

Ronald S.  
Chicago, IL  
Nov 15, 2018



I have plans to speak to someone at Tiger Bath today after I wrote a complaint letter, but my install was a complete debacle taking 5 total days over 3 weeks to complete once started (total time from contract signed to install was just over 5 months) because of failures with measurements, and the installers not communicating effectively. I was told the shower would take at most a little over 2 months because it was "over-sized"

Comment from Tiger Bath Solutions

I apologize for miscommunications that may have occurred with the time line. We look forward to discussing when you return our call today. Thank you for your feedback.

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## REVIEW

Linda L.  
Tinley Park, IL  
Nov 15, 2018



The guy that came to correct an issue was very excellent and nice.

Comment from Tiger Bath Solutions

Great, thank you!

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## REVIEW

Kristie L.  
Downers Grove, IL  
Nov 13, 2018



THE INSTALLATION DATE WAS WEEKS PAST  
WHAT WAS PROMISED. THERE WAS NO  
REASON GIVEN FOR THE DELAY.

Comment from Tiger Bath Solutions

We apologize for the delay! Thank you for your  
feedback.

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## GUILDMEMBER SINCE 2014

## REVIEW

Alva W.  
Hammond, IN  
Oct 15, 2018



I am disappointed in how long it took. They said they  
were backed up because it was custom made. They  
need to find a better way though. It was too expensive  
for what I had done.

Comment from Tiger Bath Solutions

I am sorry to hear that you had some delays in your  
experience with your project. I will have someone  
reach out to you regarding this. Thank you for letting  
us know!

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### REVIEW

Alex Y.  
Flossmoor, IL  
Oct 13, 2018



While we are generally satisfied, we do feel the lack of communication and overall quality for the price will keep us from working with Tiger Bath in the future. Also, our initial quote was almost \$6K more than we paid which leads us to believe they price hike so watch out. They advertise a gift card just for having someone to give a quote, which isn't accurate. We've had our work done for 3 weeks and still nothing. The positive is that the installers were professional and did the work without disruption to our day.

Comment from Tiger Bath Solutions

Hello, we do give a gift card for the quote if you called in through qualifying promotions. I will look into this for you and have someone call you regarding the gift card. Thank you for letting us know!

### REVIEW

Jennifer B.  
Chicago, IL  
Oct 13, 2018



I am so happy with my new shower and get compliments on it all the time! People cannot believe the transformation and it was done in 48 hours!

Comment from Tiger Bath Solutions

That's so great to hear! Thank you for your feedback!

### REVIEW

Walter M.  
Chicago, IL  
Oct 08, 2018



The installation crew was outstanding and very professional. A very satisfying experience totally.

Comment from Tiger Bath Solutions

Great! We are so happy to hear that!

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### REVIEW

Frank M.  
Mchenry, IL  
Oct 08, 2018



The two gentleman who did the install were awesome and very professional. They answered all of our questions and I would highly recommend them.

Comment from Tiger Bath Solutions

Wonderful, that is great to hear!

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### REVIEW

Edward W.  
Crest Hill, IL  
Oct 06, 2018



On time, knowhow, beautiful work and quick response with positive solutions when problems arise.

Comment from Tiger Bath Solutions

Thank you so much for your feedback!

### REVIEW

Anne H.  
Chicago, IL  
Oct 03, 2018



The sales pitch should keep it real.

Comment from Tiger Bath Solutions

We apologize that you feel this way! Someone from our management team will reach out to you to see if we can resolve whatever expectations were not met. Thank you!

### REVIEW

Barbara C.  
Lisle, IL  
Oct 02, 2018



The people that I worked with at Tiger Bath Solutions were very special and helpful.

Comment from Tiger Bath Solutions

Wonderful, thank you very much for your feedback!

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**Tiger Bath Solutions**

REVIEW

Karen D.

Whiting, IN

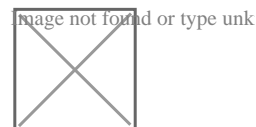
Sep 28, 2018



The five stars were given due to how all my experiences turned out on the list above.

*Comment from Tiger Bath Solutions*

Thank you so much for your feedback! We are so happy that you had a great experience!



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### REVIEW

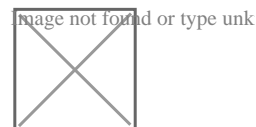
William K.  
Lake Zurich, IL  
Sep 24, 2018



after 3 attempts the drain was installed in the correct location, i was told twice i have to accept their mistakes . no i will not someone was supposed to come out and remeasure that never happened, measure twice cut once I feel sorry for jason the installer who in the end did a fantastic job.I originally purchased a shower install w a molded deat which looked great in the end a prarie seat was installed.The first two shower pans would of required 3 to 4 hrs of repiping for the drain line ? i dont get it i was a plumber for 30 plus years and i would never of forced a whoops job on anybody.I had to take 3 days off unpaid and was never given a discount for mistakes that were made .I dont get it Once again JASON did a fabulous job after he came out the 3RD time he tried to convey the problem to his BOSS? to no end 2nd pan was worse than the first Salesman was also contacted he said he didnt understand the issue and why they werent fasttracking the job and why there was a problem that apparently nobody was paying attention to what the installer was trying to convey.3rd time was the charm shouldnt of taken that long. Some sort of discount should of been offered for all of the inconveniences GUESS NOT

Comment from Tiger Bath Solutions

I apologize for this. We understand the inconvenience of the product being delivered incorrectly. The production manager will reach out to you shortly to ensure that this is all resolved. Thank you for your feedback.



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## REVIEW

Constance L.  
Maywood, IL  
Sep 18, 2018



I had no problems with Tiger Bath Solutions. Everything was like they said it would be. They were very clean and I have a beautiful bathroom.

Comment from Tiger Bath Solutions

That's great to hear. Thank you!!

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## REVIEW

Kedar P.  
Northbrook, IL  
Sep 10, 2018



They did a very good job with being on-time but it took a long time to actually get it installed. That is the only thing but the installation went very smoothly.

Comment from Tiger Bath Solutions

Thank you very much for your feedback!

## REVIEW

Larry B.  
Leland, IL  
Sep 05, 2018



They're very professional and neat, we were really happy with them.

Comment from Tiger Bath Solutions

Wonderful! Thank you!

## REVIEW

Bill B.  
Hanover Park, IL  
Sep 04, 2018



I am a senior citizen and trying something new is going to take some time, but it's looking better each day.

Comment from Tiger Bath Solutions

We are so glad you are having a good experience so far in your new shower! Thank you for your feedback!

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**Tiger Bath Solutions**

REVIEW

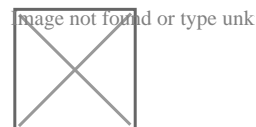
Denise M.  
Willowbrook, IL  
Sep 03, 2018



This is the second time we hired Tiger Bath and they have done a superb job once again! They are fantastic to work with! They are always on-time, very professional, knowledgeable, neat and tidy, and our shower spa is everything we hoped for and more!

*Comment from Tiger Bath Solutions*

That is great to hear! Thank you so much for the feedback, it was wonderful to work with you again!!



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