Return Policy

Requesting Return Authorization

An RGA (Return Goods Authorization) is required for all returns to ensure efficient processing. To obtain an RGA, please click the button below or call our customer service team toll-free at 1-800-258-8441. When contacting us, please have your packing slip or order number available.

Note: The RGA or Return Goods Authorization is the number provided by Kohler, which is required to return a product for credit, replacement, or repair.

View Return Status

Start a Return

Requirements for Return

1. Items may be returned for a refund, less your original shipping charges, provided you contact us within 90 days of shipment.
2. If you return an item, the original shipping fee will not be included your refund amount.
3. Products must be in new and saleable condition. Please refrain from writing on the outer surface of the box.
4. Any items returned without authorization will be subject to disposal and are ineligible for credit.
5. The customer is responsible for coordinating the return shipment and related costs. Please remember to keep your tracking number for your records.
6. Product must be shipped back to the approved Kohler.com warehouse. Kohler does not offer a physical drop-off option.

Feedback

Damage or Defective Products

If your product is damaged or defective at the time of receipt, please call us toll free at 1-800-258-8441.

Purchase Made Outside of Kohler

Returns to Kohler.com can only be for purchases made on Kohler.com. If purchased elsewhere, please contact the place of purchase for assistance with your return. Kohler.com returns cannot be processed at any other locations such as distributors or Kohler Signature Store locations. Kohler.com returns cannot be processed at The Home Depot, Lowe's or Build.com, or any other retailer.