KOHLER DESIGN CENTER WAREHOUSE SALE
Frequently Asked Questions

Where will the sale take place?
The sale will take place at our E&D warehouse located at 150 Birch Road in Sheboygan Falls.

Do I need to bring my own bag/cart?
We highly recommend you bring your own bag or cart to carry your items while shopping. There will be carts on-site, but amount and availability are limited. Bringing your own is the best way to ensure you have something in which to carry your products.

How long does each time slot last?
Each time slot is one hour.

May I bring a guest?
Yes, you may bring one guest age 18 or older. Children, including babies, and pets are not allowed.

May I sign up for multiple time slots?
No. You may only sign up for one time slot. For the best selection, choose the earliest time slot that works with your schedule.

How will I know what products are available?
There will not be a list provided of available items, and there will not be a preview period prior to the sale. What you find when you arrive for your time slot is what will be available for purchase. As such, we strongly encourage you to think carefully about your plans and identify alternatives to your preferred items. It might help to bring photos and measurements of your space to ensure compatibility.

What is the condition of the products?
Some products are new and unopened, while others have been displayed at showrooms, trade shows, and similar environments. Products that are demo/display items have been inspected and approved for sale. All products are sold “as is” and without any warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose.

What forms of payment are accepted?
A credit card is the only acceptable form of payment. We accept Visa, Mastercard, and American Express credit cards.
We do not accept Discover credit cards.

Where do I pick up the items I purchased?
Pickup will take place at the loading dock of the E&D warehouse located at 150 Birch Road in Sheboygan Falls. You must remove all purchased items from the warehouse by end of shopping day.

How will the pickup take place?
If assistance is needed, pull up to the loading zone and movers will help place your purchases in your vehicle or trailer.

May I return the items for any reason?
The only situation in which an item can be returned is if it is found to be damaged or not in good working order. You have **30 DAYS** after purchasing the product to inspect it and report any damage or defects. If this occurs, please email KDC.Sale.Support@Kohler.com, and we will replace the item or refund your purchase.

May I purchase items for my friends or family?
Yes, but you must be the one to purchase the items. Due to time constraints, we will be unable to process multiple payments.

Is there a limit to how much I can purchase?
No, there is no limit to the amount you can purchase.

May I resell products that I purchase?
Products purchased are for personal use only and may not be resold for profit. Any Kohler associate found to be in violation of this policy may be subject to disciplinary action.

What if there is a defect with my product that renders it inoperable?
If you find an item damaged or not in working order, please email photographs and your receipt to KDC.Sale.Support@kohler.com within the first 30 days. We will either replace the item or issue a refund, at our discretion.