



**Daniel Allan** Soia & Kyo

18 hours ago near Toronto ·

I bought a Soia & Kyo winter coat in early December from a local retailer and by early January two buttons fell off and a giant hole formed in the right pocket. I called the local retailer and they offered to send it to Soia & Kyo for repairs.

Since this was the case, I called Soia & Kyo who apologized for the problem and assured me their

Search for people, places and things

no replacement buttons and a hole is now forming in the left pocket.

I paid \$400 plus tax for this coat and I am very displeased that it fell apart quicker than something I bought at Old Navy (I have a 7 year old Old Navy in mint condition).

I could have bought a North Face winter coat for the price, but I wanted to buy a stylish coat and buy local. So much for that!

I am usually all for giving companies a second chance, but when it is this pricey you get one shot to make a good impression. My impression is that this brand is a piece of CRAP!!!!

BOO S&K!

Like · Comment

Alex Fab, Tammy Penko, Hiro Mac and 3 others like this.



**Soia & Kyo** Hi Daniel, Thanks so much for your feedback however, this facebook page is intended to promote our products and services. We regret that you were dissatisfied with your purchase and apologize for the faulty product but would appreciate if you could direct your inquiry to our head office. Please email us at info@soiakyo.com so that we may rectify the issue as soon as possible. Thanks in advance!

16 hours ago · Like



**Daniel Allan** Nope, I would rather tell the world how much I spent and the crappy product and no customer service received where ever I can. I do not appreciate being duped into buying shoddy goods.

15 hours ago · Unlike · 10



**Daniel Allan** P.S. I have CALLED your number and spoke to someone. My only options were to send my coat in for repair now or wait till spring. Why would I want your crappy product anymore? It is literally falling apart as I wear it and it isn't even 2 months old.

15 hours ago · Unlike · 7



**Jeanie Johnson** you tell them babe !!! If a name brand company cant stand for their product confront them thats my boy!!!! Love you xxxoooooxoxoxoxoo

15 hours ago · Like



**Perry Paris** I would have held the retailer equally as accountable and made them give me a new jacket - they also made profit from your loss. The same thing happened to me when I purchased a pair of Frye boots just before the holidays. A cool \$400.00 and they fel... See More

14 hours ago · Unlike · 3



**Janet Williams** Soia & Kyo, Social media is meant to be a two way street - an opportunity for company and consumer to have a dialogue but it can't always come up roses. How you resolve this in front of your audience will do more for your business \*at this point\* than if you were to refund the \$400! The damage is done, you can't take back your comments and your audience awaits. Go!

14 hours ago via mobile · Unlike · 4



**Laurie Hetherington** I also bought a Soia & Kyo felted wool coat. It was a splurge for me, but I wanted a nice wool coat. It didn't last one season. The fabric pilled, the trim on the pockets fell apart, and the inner lining fell apart at the seams. I was shocked at the poor quality as well. I will never buy their product again either. It was a VERY expensive winter coat that didn't even survive one season. Very frustrating.

13 hours ago · Unlike · 1



**Hiro Mac** sending replacement buttons are not acceptable, they should have gave you a new coat!

13 hours ago · Unlike · 2



**Jennifer Ignacio** Oh boy! I'm so dissappointed and nervous, I just bought a S&K coat for the first time and I hope not to have this kind of problems....!!!!!!!

10 hours ago via mobile · Unlike · 1

Chat (Off)

Sponsored

Create an advert

Koodo



Like Koodo for cool contests with incredible prizes.

Like · Carin Upton likes Koodo.

Oh Henry! Canada



The colossal combination you know and love. Com



Daniel Allan



Like · Carin Upton likes Oh Henry! Canada.

Make Money: Rent Out Room



Meet people from all over the world while making extra income. List your place on Airbnb!

180,130 people like Airbnb.

Molson Canadian 67



Working out to justify eating the foods you love, like: Bacon, nachos, and burgers.

Like · Carin Upton likes Molson Canadian 67.

Winter Boots on Gilt™

gilt.com



Get ready for winter with the latest boot trends. Join Gilt Men now & get up to 60% off!

Guaranteed Approval

capitalone.ca



Make the Guaranteed MasterCard® from Capital One® yours! Apply now.

Facebook © 2013

English (UK) · Privacy · Terms · Cookies · More



---

**Sara Flemming** I'll definitely never get a S&K jacket after reading this! God bless social media!  
about an hour ago via mobile · [Unlike](#) · 1



Write a comment...