



**Daniel Allan** Soia & Kyo

Yesterday at 14:35 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 clothing is generally of absolute quality. They also said they'd send me replacement buttons for now and to bring my coat for repair in the spring (I still cannot use a pocket). Three weeks later I received 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!

Jessica Wong, Sharon Higgins, Alex Fab and 5 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

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**Jeanie Jonsson** you tell them babe !!! If a name brand company cant stand for their product conrout them thats my boy!!!! Love you xxxooxooxooxooxoo  
Yesterday at 18:15 · 1



**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  
Yesterday at 18:48 · 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!  
Yesterday at 19:10 via mobile · 5



**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.  
Yesterday at 19:56 · 1



**Jennifer Ignacio** Oh boy! I'm so disappointed and nervous, I just bought a S&K coat for the first time and I hope not to have this kind of problems....!!!!!!  
21 hours ago via mobile · 1



**Sara Fleming** I'll definitely never get a S&K jacket after reading this! God bless social media!  
12 hours ago via mobile · 2



**Soia & Kyo** @DanielAllan @JanetWilliams @LaurieHetherington, Thank you for clarifying the important role social media plays in both a personal and professional context however, from a corporate perspective we chose to handle these inquiries directly through our he... See More  
10 hours ago



**Jennifer Ignacio** I should read this before buying s&k..... don't give up Daniel!  
10 hours ago via mobile



**Sharon Higgins** I have shared and sponsored it (paid to have it flagged on my international stream).  
8 hours ago



**Alex Fab**  
ESG Management School

See Friendship  
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Friends Message

7 hours ago via mobile · 2



**Alex Fab** Dear S&K,

I went through all the comments on this page and concluded that you might have a problem with your provider in

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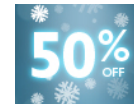
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