

Kia Response to Randy Lowry

Dear Mr. Lowry,

Thank you for contacting Kia Canada Customer Experience Department. We received your email/attachment regarding your feedback and your sales experience at Kia West Edmonton.

We regret the circumstances that has prompted you to contact our offices. We would like to extend our apologies for the problems you encountered, and the inconvenience that may have resulted.

Mr. Lowry, please note Kia is a distributor of automobiles and does not directly sell, lease, or finance their products to the public but to the Kia dealerships that are independently owned and operated. Therefore, we cannot intervene or alter the terms of a contractual agreement between an independently owned dealer and their customer. Due to volatility in the market, Kia Canada Inc. cannot maintain the rate for an extended period. Please also note Kia Canada cannot reinstate interest rate, rates can go up or down.

Please be advised that we have contacted the Management Team of the dealer to advise them of your communication to Kia Canada. Kia Canada Inc. also recommends that you please contact Dealer Principal or General Manager of the dealership to provide them with your complaints as they will be in the best position to assist you further.

<https://www.kiawestedmonton.com/contact-kia-west-edmonton-in-edmonton-ab/>. Since a Kia owner's relationship is with their local dealership staff & management, we prefer to allow them the opportunity to engage directly with their customers to resolve any concerns.

I have shared your feedback with the appropriate internal Departments to ensure your feedback has been documented. All Customer complaints are reviewed to ensure that the voice of our customer is shared within the organization. I sincerely appreciate the time you took to communicate with us.

Thank you for contacting Kia Canada Inc.

Respectfully,

Paulette
Customer Experience Representative