# Product Review

**Product:** Insulated Jacket

**Date:** 2023-10-24

**Customer Review**

The jacket has a striking design and delivers impressive insulation performance - I've stayed toasty even in sub-20°F conditions with just a base layer underneath. The 800-fill down provides excellent warmth-to-weight ratio, and the DWR coating has effectively repelled light rain and snow during my outdoor adventures. However, the zipper has become a major source of frustration that significantly impacts the jacket's usability. It constantly gets stuck at the chest area, requires frequent realignment, and has come off track multiple times, forcing me to waste time fixing it in cold conditions.

When I reached out to customer service about the zipper issues, they were disappointingly unhelpful, simply suggesting I "be more careful" with the zipper rather than addressing what appears to be a design flaw. Their dismissive response and unwillingness to stand behind their product was particularly disappointing given the jacket's premium price point.

The pocket placement is another significant design oversight. While there are plenty of pockets (two hand warmers, one chest, and two internal), their positioning makes them nearly impossible to access while wearing a backpack with a hip belt. The chest pocket sits right under the backpack strap, and the hand warmer pockets are blocked by the hip belt, forcing you to either awkwardly maneuver around the pack or remove it entirely to access essential items. For a jacket marketed toward outdoor enthusiasts, this seems like a major oversight in the design process. While the core insulation performance and aesthetics are on point, these functional issues make it hard to recommend for serious outdoor use.