

App Store complaint report

AliExpress - Shopping App · Alibaba · current version 8.179.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.69
Reviews with a complaint	18 (6%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.69 from 685,983 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	13	2.2	8.177.0 (5), 8.179.0 (4), 8.178.0 (4)
Bugs	6	2.3	8.178.0 (3), 8.177.0 (2), 8.179.0 (1)
UX / design	4	2.1	8.177.0 (2), 8.178.0 (2)
Feature requests	3	2.1	8.177.0 (2), 8.178.0 (1)
Performance	2	1.7	8.179.0 (1), 8.177.0 (1)
Ads	1	1.7	8.177.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.179.0	25	4.2	16%
8.178.0	43	4.5	12%
8.177.0	231	4.8	4%
8.173.0	1	5.0	0%

Representative quotes

Pricing / subscription

“Sketchy payment options – I have used this app for years and it’s generally been quite good, you can get some great deals. However, recently they removed the option to pay offsite with PayPal and created a very bad UI that feels kind of sketchy, and no longer” (1★, v8.178.0, CA, 2026-10-18)

“Aliexpress locks your account and steals your money – I rate aliexpress 1 star because they stole 90 dollars out of my wallet. first they kick me out of my account second they don’t even send me the package i paid for and last they lock me out of my account.” (1★, v8.179.0, US, 2026-10-21)

Bugs

“Item Return Problem – When AliExpress ask for further information regarding disputes, you can only upload photos, you can not write any further information regarding the issues your having.” (3★, v8.177.0, GB, 2026-10-20)

“Search is broken – Search anything and no results show. App is broken” (1★, v8.178.0, CA, 2026-10-19)

UX / design

“Popups – The popups are annoying and make me not want to use this app often.” (3★, v8.177.0, US, 2026-10-21)

Feature requests

“Elle a perdue de son efficacité au fil des ans. – Manque de paramètres de recherche et de précision” (2★, v8.177.0, CA, 2026-10-17)

Performance

“Slow delivery – My order always comes two weeks after my delivery I’m still waiting and they won’t give me a refund” (1★, v8.179.0, US, 2026-10-21)

“Deleviry – The delivery is not fast” (2★, v8.177.0, CA, 2026-10-19)

Ads

The 10 most important fixes

1. Answer support requests [Bugs · 6 reviews · avg severity 2.2/3 · versions 8.177.0, 8.179.0]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

“Often disappointing – While the range is wide the quality is often poor and there is no accountability really for items that are not delivered. Getting a refund is then difficult with no real customer support.” (2★, GB)

2. Soften the redesign backlash [UX / design · 2 reviews · avg severity 2.6/3 · versions 8.178.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

“Rose – My example of a bracelet withe Saiye . I saw a price 4.99 when I click it it changes to 9.99 That’s not good at all prices should not change thats Misleading. Your new version doesn’t work I don’t like It . I spend so much time I ” (2★, CA)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.