

App Store complaint report

Best Buy: Tech Deals & Savings · Best Buy Co., Inc. · current version 26.9.20

Generated 2026-10-24 from the 250 most recent public App Store reviews across 1 storefronts (2026-09-19 to 2026-10-22).

Metric	Value
Reviews analysed	250 (250 classified by AI)
Average stars (these reviews)	3.3
Reviews with a complaint	96 (38%)
Storefronts	US 250
All-time App Store rating (US)	4.87 from 1,772,288 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	66	2.5	26.9.20 (37), 26.9.10 (29)
Performance	33	2.4	26.9.20 (19), 26.9.10 (14)
UX / design	25	2.3	26.9.20 (20), 26.9.10 (5)
Pricing / subscription	23	2.1	26.9.20 (16), 26.9.10 (7)
Feature requests	20	2.2	26.9.20 (14), 26.9.10 (6)
Crashes / freezes	19	2.7	26.9.10 (11), 26.9.20 (8)
Ads	3	2.0	26.9.20 (2), 26.9.10 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.9.20	167	3.4	35%
26.9.10	83	3.0	46%

Representative quotes

Bugs

“Bug or faulty – The app is unresponsive; deleted it and redownloaded it several times for months and it takes me to the same page saying login for... and give you options but nothing else happens!! I hope this gets resolved soon because I’ve been buying from ot” (1★, v26.9.10, US, 2026-09-24)

“AI Trash – This app is garbage. It never works, it reloads pages by to get beginning in the middle of shopping. I’ve seen prices change with no promotional timer on them within the same day. It’s constant AI rather than a real person assisting fix the errors t” (1★, v26.9.10, US, 2026-09-25)

Performance

“Slow – Not sure why this app has such positive reviews. It’s just their website but 10x slower. Anytime I try to use it I give up after waiting a minute for each page to load. Just go to their website...” (2★, v26.9.10, US, 2026-09-21)

“...test anything here before releasing ther updates? This app keeps getting worse, not better. On top of the already existing awfully slow loading times, this is one of the worst apps to shop on. New features? More like new problems.” (1★, v26.9.20, US, 2026-10-20)

UX / design

“Deleted app – I had to delete the app because it would constantly ask me to login and give me 4 million ways to try to do so and then still tell me that it wasn’t sure if it was me or not and then wanted me to do even more by providing my information again.” (1★, v26.9.20, US, 2026-10-10)

“Terrible – Your website and your app are terrible constantly froze up. The pages are all over laughing each other so you can’t see what the hell what I’m gonna pay off my credit card and never use it again. I hate your Internet and your app.” (1★, v26.9.10, US, 2026-09-22)

Pricing / subscription

“...experience of my life. They nickel-and-dime you for everything—charging late fees and then hitting you with extra fees even when you pay on the exact due date. I bought a \$1,000 item and I'm still stuck owing nearly \$600 because of these endless, predatory ch” (1★, v26.9.20, US, 2026-10-12)

“...disconnected after 4 minutes of waiting to connect with an agent. It appears that this app and this company are conning people into paying for services that they never intended to provide.” (1★, v26.9.20, US, 2026-10-05)

Feature requests

“...needlessly setting back my research or buying process. Everything I try to do is painfully and absurdly slow across every device. Every new feature seems tacked on in a way that further complicates and slows the experience. Why?!? It takes way too much gusto” (1★, v26.9.20, US, 2026-10-09)

“Adding store credit is impossible – I wanted to add store credit on line and the site didn’t accommodate the numbers” (1★, v26.9.20, US, 2026-10-03)

Crashes / freezes

“Freeze Alert – App freezes horribly. It blocks its own text from view. APP is unusable” (1★, v26.9.10, US, 2026-09-19)

“Can’t get past first page – It’s stuck on the intro screen with no way to exit or use the app.” (1★, v26.9.10, US, 2026-09-30)

Ads

“Violates push notification ads policy – I explicitly set my app settings to not use push notifications for anything other than restock notifications and Best Buy still sent unsolicited ads. This violates App Store policy and is just plain scummy” (1★, v26.9.20, US, 2026-10-03)

“Mostly unusable – App always struggles to load items, constantly filled with adds, and makes for a terrible browsing experience. Had to delete and just use the website. The app has only gotten worse.” (2★, v26.9.20, US, 2026-10-19)

The 10 most important fixes

1. Speed up loading [Performance · 20 reviews · avg severity 2.3/3 · versions 26.9.20, 26.9.10]

Profile cold start and the slowest screens on older devices; cache content.

“App issues – Well the app is really slow, constantly lagging and taking forever to load on WiFi and on cellular data 5G, scrolling turns into adding random items into cart. Really need an overhaul on the system that runs this app, need smoo” (1★, US)

2. Fix login / account access [Bugs · 16 reviews · avg severity 2.7/3 · versions 26.9.10, 26.9.20]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

“Dumbest login cycle – This app has the most convoluted log in process ever. Why should I need a phone verification code to login when I have my password set up? Once type in the verification code you sent me 5 min later, it freaking brought” (1★, US)

3. Soften the redesign backlash [UX / design · 14 reviews · avg severity 2.3/3 · versions 26.9.20, 26.9.10]

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

“People need to start being honest with you. – Here’s the honest truth - the website and the app are super BLOATED. It’s incredibly difficult to navigate - just looking thru keyboards and mice, I had to choose shipped/sold by Best Buy to nar” (1★, US)

4. Answer support requests [Bugs · 14 reviews · avg severity 2.3/3 · versions 26.9.20, 26.9.10]

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

"...and when the promotional time finished you get the surprise whit the extra interest charge , 3- I call several time to customer service , to see if they can help me , and the only thing they mention are the card terms and the payment hie" (1★, US)

5. Fix in-use crashes and freezes [Crashes / freezes · 12 reviews · avg severity 2.7/3 · versions 26.9.20, 26.9.10]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"Fix it – App stuck on My Best Buy screen with no option to proceed." (1★, US)

6. Stop data / progress loss [Bugs · 11 reviews · avg severity 2.4/3 · versions 26.9.20, 26.9.10]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"Comparison Page – The comparison screen keeps resetting when switching between apps even for 30 seconds. Major TV purchase went elsewhere as a result." (1★, US)

7. Simplify navigation [UX / design · 11 reviews · avg severity 2.3/3 · versions 26.9.20, 26.9.10]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Hard to navigate – They created this app making it easy to buy things but impossible to pay your bill or see your statement of your Best Buy card." (1★, US)

8. Fix crash on launch [Crashes / freezes · 7 reviews · avg severity 3.0/3 · versions 26.9.20, 26.9.10]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"App is crashing – App is crashing upon boot" (2★, US)

9. Fix notifications [Bugs · 8 reviews · avg severity 2.1/3 · versions 26.9.20]

Check notification delivery and let users control frequency in settings.

"scammy – The live drops are a scam to get you to turn on notifications so they can push stuff you don't want." (1★, US)

10. Fix features broken by the latest update [Bugs · 4 reviews · avg severity 2.5/3 · versions 26.9.10, 26.9.20]

Add regression tests for the features users name in these reviews before the next release.

"Fix one thing, break another – i will continue to applaud and thank Best Buy for adding "sold by Best Buy" to the filter options but now search is broken. Everything comes up with "no results found", and this isn't like when I've got confl" (2★, US)

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.