

App Store complaint report

Blinkist: Book Summaries Daily · Blinks Labs · current version 11.37.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2023-11-17 to 2026-10-18).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.82
Reviews with a complaint	159 (53%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.77 from 157,282 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	111	2.3	9.18.1 (5), 9.12.0 (5), 11.13.1 (4)
Bugs	64	2.4	10.1.2 (4), 9.18.1 (4), 11.30.0 (3)
Feature requests	44	2.2	11.14.0 (3), 10.1.2 (3), 9.13.0 (3)
UX / design	28	2.3	11.36.0 (2), 10.6.0 (2), 9.18.0 (2)
Performance	18	2.5	9.13.0 (2), 11.22.0 (1), 11.30.0 (1)
Crashes / freezes	13	2.8	9.12.0 (3), 9.13.0 (2), 10.4.1 (1)
Ads	6	2.6	9.18.1 (2), 10.6.0 (1), 10.4.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
11.36.0	3	1.7	100%
11.35.0	6	3.2	33%
11.34.0	5	2.6	60%
11.33.0	6	3.2	33%
11.32.0	2	4.0	0%
11.30.0	10	3.2	40%
11.29.0	3	3.7	33%
11.28.0	4	3.5	50%

Representative quotes

Pricing / subscription

“Had to Move On – Sadly, after years of being a paid subscriber and enjoying it, I had to move on. They have recently started something that is so annoying ... these pop-up dark ads that force you to link to an external website and then have to flip back to the t” (2★, v11.8.1, US, 2026-02-26)

“Disappointing- Not what you think – I thought I’d get unfiltered summaries of books, however you get the Blinkist editors philosophy and personal perceptions of the books. NOT what I expected or wanted. Cancelled after 1/2 day of use on first day, but no opti” (1★, v10.1.2, CA, 2025-01-04)

Bugs

"Took my Money, Gave Me Nothing not even Support – I signed up via the app on my iPhone 15 during the latest Black Friday sale. They took my cash but didn't activate my Pro account. To add insult to injury while I waited for some (NON-EXISTENT) support they k" (1★, v9.18.1, CA, 2024-11-27)

"Great concept - terrible app – Love the idea, good summary of books in bite size audio, however I've spent 20 times longer trying to make the app work than I've managed to listen to. Latest iOS, latest Blinkist, same old issues with library, not downloading, I" (1★, v10.13.0, GB, 2025-07-03)

Feature requests

"Extremely buggy – I've gotten a lot out of the books I've listened to so far. However, this experience is ridiculously buggy. Scrolling is very weird/unreliable. I can pause, scroll the text, then resume and it ends up playing from some other completely differ" (2★, v11.16.0, US, 2026-05-09)

"Installation issues – The app loads to the last page on an iPhone but does not have an option to "Add app to Home Screen" requiring a search for it or scrolling through all your apps to find it on last page. I deleted it faster than it installed." (2★, v11.23.0, US, 2026-07-13)

UX / design

"Charged for Premium on a "Basic" account – Refund refused – I am extremely disappointed with Blinkist's predatory renewal practices and lack of accountability. I was recently charged for an annual Premium renewal despite the fact that my account dashboard expl" (1★, v11.17.0, US, 2026-05-11)

"Great idea - bad UI for neurodivergent peeps – When you get a voice over, help that person keep up with the actual writing, have markers/ highlights for the text etc. Also using dyslexia and adhd friendly font and layout. If not I would've just listened to a p" (2★, v10.6.0, GB, 2025-03-16)

Performance

"App won't open – Can't rate the app as it keeps crashing every time I open it. I have the most recent app version and I paid for a year!" (1★, v9.12.0, GB, 2024-08-28)

"crash – the app crashes and i cant open it" (1★, v9.13.0, GB, 2024-09-04)

Crashes / freezes

"App crashes on iPhone – I can't use this app. I've tried deleting it and reinstalling and it still crashes." (1★, v9.12.0, GB, 2024-08-16)

"Keeps crashing – None of the books are opening" (1★, v10.7.0, CA, 2025-04-06)

Ads

"Not educational at all – Just a bunch of self help slop and nothing genuinely educational like was advertised to me. I had 2 pop us telling me to buy premium while I was making my first search to find something to help me learn programming (which it didn't hav" (1★, v9.18.1, GB, 2024-11-29)

"Reader is unusable and Unpleasant sound effects mar the audio – Updated: the reader is now fully unusable as it spans a strip of 5% of the mobile screen. The promo pop-ups full the screen perfectly though. Please fix. I used to be a big fan and would listen t" (2★, v10.6.0, CA, 2025-03-19)

The 10 most important fixes

1. Make trials and renewals transparent [Pricing / subscription · 54 reviews · avg severity 2.2/3 · versions 10.1.2, 11.34.0]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"Free trial" charged me \$151 immediately – Start your free 7-day trial" and was charged \$151.19 on the spot for a full year of Pro. The subscription didn't appear in my Apple subscriptions because billing goes through Blinkist directly, so i" (1★, US)

2. Justify or adjust the price [Pricing / subscription · 49 reviews · avg severity 2.2/3 · versions 10.1.2, 11.34.0]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Love this app so much – But it's cost prohibitive even at 50% off it would still be too much for me to pay for it. It's sad because I love it and would be so thankful to to use it, but the price is too high :(" (3★, US)

3. Improve content quality [Feature requests · 48 reviews · avg severity 2.2/3 · versions 11.14.0, 10.1.2]

Review the content areas users name; add a "report a problem" button on content.

“Useless, do not buy – Contents are AI generated level, many book summaries are inaccurate or not representative enough. You should just use gpt or gemini instead. They also don't refund you for a bad experience.” (1★, GB)

4. Answer support requests [Bugs · 41 reviews · avg severity 2.3/3 · versions 9.13.0, 11.8.0]

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

“Customer service was not helpful – I love the app but it renews automatically. No emails texts anything to alert you. The first year it renewed for \$17 plus which was fine. In December it renewed for \$174.99. Blinkist Pro. I do not need t” (3★, US)

5. Ease paywall pressure [Pricing / subscription · 19 reviews · avg severity 2.2/3 · versions 9.17.0, 11.13.1]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

“Frustrating pricing model – I signed up as a premium member last year, they've since added a bunch of content locked behind pro and platinum tiers, which are prohibitively expensive for most unless you're purchasing on behalf of a business.” (3★, GB)

6. Simplify navigation [UX / design · 14 reviews · avg severity 2.4/3 · versions 11.2.1, 11.23.0]

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

“Turned a good app into garbage – I don't know who is responsible for changing this app beyond recognition but they should be fired. I don't care that you're trying to sell me. I understand you have a business. But I used to be able to come ” (1★, CA)

7. Fix notifications [Bugs · 13 reviews · avg severity 2.3/3 · versions 9.18.1, 10.4.1]

Check notification delivery and let users control frequency in settings.

“Predatory Practices – They auto-renewed my subscription with zero advance notice. No reminder email or message before charging my card. When I disputed it, their answer delivered by bot was “don't care.” Reputable services (Netflix, Spotify)” (1★, US)

8. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.5/3 · versions 11.2.1, 10.6.0]

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

“App doesn't work for me after upgrade – iOS Upgraded a couple of weeks ago. There has obviously been a major change to the software (which now has a new UX). Selection chapter shows the wrong chapter but with an indication that it is the s” (1★, GB)

9. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.5/3 · versions 9.12.0, 9.14.0]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Fails when offline – Such a shame as the concept is superb. But the app needs work - it always hangs when losing connectivity on my daily commute. Despite me saving stuff carefully in Downloads” (2★, GB)

10. Fix login / account access [Bugs · 7 reviews · avg severity 2.5/3 · versions 9.18.1, 10.13.0]

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

“Difficulty logging into the app – I have the app downloaded and I have an account but I can't log into” (3★, GB)

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.