

App Store complaint report

Canva AI Photo & Video Editor · Canva · current version 4.231.1

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2026-06-09 to 2026-10-19).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	4.24
Reviews with a complaint	87 (17%)
Storefronts	GB 200, CA 200, US 100
All-time App Store rating (US)	4.87 from 3,581,224 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	44	2.3	4.231.0 (12), 1.124.0 (9), 4.227.0 (4)
Pricing / subscription	34	2.1	4.231.0 (8), 4.230.0 (3), 4.227.0 (3)
UX / design	23	2.3	4.227.0 (4), 4.224.0 (3), 4.231.0 (3)
Feature requests	22	2.0	4.231.0 (5), 1.124.0 (3), 4.216.0 (3)
Performance	21	2.2	4.231.0 (4), 1.124.0 (4), 4.229.0 (2)
Crashes / freezes	8	2.4	4.231.0 (3), 1.122.1 (2), 4.229.0 (1)
Ads	1	1.6	1.124.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.231.1	4	4.5	0%
4.231.0	69	4.0	25%
4.230.0	19	3.8	21%
4.229.0	5	3.8	40%
4.228.0	3	5.0	0%
4.227.0	23	3.9	26%
4.226.0	7	3.7	14%
4.225.1	9	4.0	22%

Representative quotes

Bugs

“Canva magic layer issue – Hi, there’s a problem with my Canva. It’s been like two weeks since my Canva has all the features and it’s a pro account but the magic layer doesn’t work my Internet is fine. My phone is fine. I have changed accounts. I have removed C” (2★, v4.231.0, US, 2026-10-17)

“Unable to work – I try to open canva and it doesn’t even load. It shows can a then the whole screen gies white. It’s been like this for over two months. It tells me to check the status page but the status page is completely disorganized and I can’t understand ” (1★, v4.231.0, US, 2026-10-18)

Pricing / subscription

"CANVA AI – CANVA AI WAS A JIP IT TOLD ME IT COLD DO SOMETHING BYR I HAD TO PAY TO UNLOCK IT PAID AND NOTHING JUST A WASTE OF A SUBSCRIPTION ." (1★, v1.124.0, US, 2026-10-16)

"Money hungry – Every good thing is hidden behind a paywall. Or glitch deletes part f the video when you download it. Ridiculous ☹" (1★, v4.222.0, CA, 2026-08-16)

UX / design

"Not worth the money – This is nit even close to being a good app chat gbt does a much better job canva totally change the design of the house too some windows out and gave me and very inaccurate design" (1★, v4.227.0, GB, 2026-09-25)

"Good for basics, frustrating beyond that. – This app is good if your design is basic or if you are using their templates. If you have anytime more personalize in mind it can be extremely frustrating to create in this app. For example, you cannot flip shapes. E" (3★, v4.212.0, CA, 2026-06-13)

Feature requests

"Useless!!!! – Omg basic features useless. Wants to have you generate AI slop. To hell with this." (1★, v4.216.0, CA, 2026-07-11)

"AI features are a bust – I don't want every other element and photo offered to me as a free user to be AI slop. I've used this tool for years and enjoy the creative process of making graphics but it's becoming a chore to wade through all the ick. PLEASE give u" (3★, v4.231.0, US, 2026-10-18)

Performance

"LAGGY – Im sorry but canva is very laggy and I try to edit videos but it is laggy and runs so slow" (2★, v1.124.0, US, 2026-10-16)

"Very slow and weak – Not recommended as it's not for free" (1★, v4.225.0, CA, 2026-09-02)

Crashes / freezes

"Constantly crashes/refreshes – I'll be in the middle of editing slide 50 or so and then 5 minutes in it just refreshes randomly and takes me all the way back to slide 1. I have to go all the way back to where I was, and it can take ages for me to get back to w" (2★, v4.218.0, GB, 2026-07-25)

"Crashes Daily – This App has been crashing on daily basis now - time for an update" (2★, v1.122.1, GB, 2026-07-17)

Ads

"The print ads are annoying – I pay for this app and every time I open a new project a sidebar is displayed advertising physical print offers. Turn this off - it's incredibly annoying for premium users." (3★, v1.124.0, GB, 2026-10-12)

The 10 most important fixes

1. Ease payroll pressure [Pricing / subscription · 18 reviews · avg severity 2.0/3 · versions 4.231.0, 4.222.0]

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

"How canvassing doesn't let you do anything – Say, do you want an easy, free Video editor? Don't use canva. You need to buy canva premium or something (whatever the crown is) to do simple things like removing backgrounds. Wouldn't recommen" (1★, GB)

2. Justify or adjust the price [Pricing / subscription · 18 reviews · avg severity 2.0/3 · versions 4.231.0, 4.222.0]

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

"AI is Rubbish – Takes ages to edit anything have ti ask it the same thing 3 or 4 times before it actually does it. Definitely not worth paying for." (1★, GB)

3. Simplify navigation [UX / design · 16 reviews · avg severity 2.2/3 · versions 4.231.0, 4.224.0]

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

"Why is this so hard to use – I find this an extremely frustrating app and not at all intuitive to use" (1★, GB)

4. Soften the redesign backlash [UX / design · 8 reviews · avg severity 2.4/3 · versions 4.227.0, 4.219.0]

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

"Canva AI is the downfall of this app – Before AI, canva was my go-to app for designing leaflets and flyers. Unfortunately, with the introduction of the AI, it's make everything so much more complicated. I no longer use this app as the AI ex" (1★, GB)

5. Speed up loading [Performance · 7 reviews · avg severity 2.2/3 · versions 4.224.0, 1.124.0]

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

“Canva review – Just not good I tried to use it and uploaded loads of photos and it was so laggy and just not straight forward and I just can’t do anything sorry but I rate you 1 star” (1★, GB)

6. Stop data / progress loss [Bugs · 7 reviews · avg severity 2.2/3 · versions 4.231.0, 1.124.0]

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

“Don’t use canva A.I. – I wanted to create a 3D mock-up Of a book cover. Canva AI completely ruined it and has lost the original design. I’m furious. I love the rest of canva but it’s A.I. is a disaster” (1★, GB)

7. Answer support requests [Bugs · 6 reviews · avg severity 2.3/3 · versions 4.231.0, 4.218.0]

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

“Canva Hates Helping Customers – Canva is great for everything except videos. The lagging, weird cuts and inconvenient pausing for no reason is a big problem. Go check Reddit. It’s been like this for years and they haven’t don’t anything to ” (3★, US)

8. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 2.2/3 · versions 4.231.0, 4.230.0]

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

“Thieves. – I subbed for a free trial of 2 weeks and immediately canceled to avoid something like this only for them to attempt to charge me and I was told to allow it to charge me which I did, and I’ll be issued a refund but it did not. I’v” (1★, CA)

9. Fix in-use crashes and freezes [Crashes / freezes · 4 reviews · avg severity 2.5/3 · versions 4.231.0, 4.218.0]

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

“Keeps crashing when saving – Can’t save videos I make” (1★, US)

10. Fix login / account access [Bugs · 4 reviews · avg severity 2.4/3 · versions 4.227.0, 4.229.0]

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

“Horrible – I only put 5 so it would get shown. The moment I downloaded it it wanted me to sign in with my email or apple account. I’m 12, I don’t have any of those. I just wanted to edit ONE PHOTO. Why do I need an account to do that?!?!?” (1★, 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.