

App Store complaint report

CapCut: Photo & Video Editor · Bytedance Pte. Ltd · current version 19.8.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-09-25 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.76
Reviews with a complaint	160 (53%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.61 from 1,124,698 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	98	2.2	19.7.0 (52), 19.6.0 (25), 19.8.0 (16)
Bugs	69	2.3	19.7.0 (32), 19.6.0 (20), 19.8.0 (13)
Feature requests	58	2.1	19.7.0 (30), 19.6.0 (13), 19.8.0 (11)
Performance	32	2.3	19.7.0 (20), 19.6.0 (9), 9.5.0 (2)
UX / design	24	2.0	19.7.0 (11), 19.8.0 (7), 19.6.0 (5)
Crashes / freezes	12	2.7	19.7.0 (7), 19.6.0 (3), 9.5.0 (1)
Ads	3	2.3	19.8.0 (1), 19.7.0 (1), 19.6.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
19.8.1	2	1.5	100%
19.8.0	41	2.6	71%
19.7.0	143	2.5	54%
19.6.0	74	2.5	61%
9.5.0	39	4.4	18%
9.4.0	1	5.0	0%

Representative quotes

Pricing / subscription

“Not worth it – Tried using the app and was offered a discounted trail which I needed to download a video. Further edited the video and it wouldn’t let me download it because one of the effects wasn’t included in my tier even though I’ve paid for a trail run of” (1★, v19.7.0, GB, 2026-10-08)

“Paywall. – I have had this app since 2024-2025 now everything is standard i can’t even look at a new post without it being standard. This is stupid. Also the report button does nothing. Dont get this app just get a different one please.” (1★, v19.7.0, US, 2026-10-18)

Bugs

“Glitch’s mid edit – Absolutely broken even on the paid version. been editing a video for the last 3 hours and went to save it and it lost 90% of the work. Did it again, only to lose all the work when I go to save once again. Will never use again” (1★, v19.7.0, US, 2026-10-18)

"This app doesn't even work anymore – I've been using it since 2021 but now everything requires a premium package and half the time it glitches, deletes work, doesn't play back audio. Unusable and agonizing to work with if you don't have a PC" (1★, v19.8.0, CA, 2026-10-21)

Feature requests

"Ruined by Greed – I used to use this app all the time in order to produce videos for my personal use on socials, even put together projects for uni. It used to be easy to use and had everything you could ever need. But now so many features that were once free" (1★, v19.6.0, GB, 2026-09-29)

"The project cannot be deleted. – I just wanted to add a subtitle, but it cost money to automatically generate subtitles (it was free before). I couldn't add the second subtitle, so I deleted the first one. Finally, I copied the first subtitle, put it in the bar" (2★, v19.8.0, US, 2026-10-20)

Performance

"I do not recommend if you're trying to edit a project – Everything is pro and I can barely edit good with the stuff provided. I can't even add certain text for Christ sake! It's so laggy and annoying when I try to use templates and almost every time it takes like" (2★, v19.7.0, CA, 2026-10-18)

"AI Couldn't get it Together – I subscribed to this because I wanted to create an AI video that was longer than 10 seconds. Gemini did a wonderful one for 10 seconds but I wanted mine to be a little longer. This app could not get it together! First, it was incredible" (2★, v19.7.0, US, 2026-10-18)

UX / design

"It sucked – First of all it didn't tell me how to make videos, it wouldn't let me sign in, I made a video, then it wouldn't let me send it or download it, I had to log in, but the thing was I couldn't because it wouldn't let me" (1★, v19.8.0, US, 2026-10-22)

"Updating – I would love to give a 5 but when using it's telling so like ok so I go to update it can it already update so I'm confused I still can't use it so I reinstalled it can it's still telling to update it idk if it's on there side or it's my phone" (1★, v19.7.0, US, 2026-10-19)

Crashes / freezes

"Want to get work done? NOT WITH THIS TRASH APP – If you want an editing software that constantly glitches, freezes and shuts itself down for no logical reason, this is the perfect software for you. Need to get work done? Not on CapCut! Want smooth editing? You" (1★, v9.5.0, US, 2026-10-21)

"Too many glitches – There are so many glitches in this app. I can't count how many times I have to close and re-open the app just to get rid of the glitches. It's become so annoying I am now seeking an alternative software for editing." (1★, v19.6.0, GB, 2026-10-07)

Ads

"Pop up central – Every two seconds, I've got a pop-up ad. I'm just trying to make one video and it's asking me to sign up for pro or export with AI or duo want to be in a competition do I want to link my TikTok? Just let me make the video." (1★, v19.7.0, GB, 2026-10-18)

"Used to love it – Every time you have an offer it shows up on my screen while downloading my videos and no matter what I do it doesn't let me download my videos it feels like a waste of time" (1★, v19.6.0, GB, 2026-10-05)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 70 reviews · avg severity 2.1/3 · versions 19.7.0, 19.6.0]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Too expensive – I was on CapCut since 2023 and I never had so much of an issue with CapCut until now everything is too expensive and all I wanna do is make videos for fun and post but I can't even do that with pro and how much it's worth, C" (1★, CA)

2. Ease paywall pressure [Pricing / subscription · 66 reviews · avg severity 2.2/3 · versions 19.7.0, 19.6.0]
Keep core features usable for free users or explain clearly what is paid; show the paywall less often.
"Free Features Now Behind Paywall – I've been using this app since 2021. It is a great app because it's easy to use and have many features. Recently, a lot of free features are now locked behind a Pro subscription, such as auto captions and" (3★, US)

3. Soften the redesign backlash [UX / design · 47 reviews · avg severity 2.1/3 · versions 19.7.0, 19.6.0]
Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"Idk bro – Like when i used to have this app (like 10-4 months ago) i used to download edited photos i made without it looking all pixelated, and now its just pixelated, idk if its gonna fix it but ima delete and reinstall it (btw when i sav" (3★, CA)

4. Improve content quality [Feature requests · 40 reviews · avg severity 2.0/3 · versions 19.7.0, 19.6.0]

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

"This is not a child friendly app – There are frequent post of inappropriate content like bloody violence or sexualisation of people. When these videos or pictures are reported the guidelines report there is nothing wrong with this, even though" (1★, GB)

5. Ship the most requested feature [Feature requests · 20 reviews · avg severity 1.9/3 · versions 19.7.0, 19.6.0]

Read the quotes below for the exact request; consider a public roadmap.

"EDIT AFTER CAPTIONS ON ARE IS LIVING HELL – Please just make it to where when you clip the video after putting captions on the captions auto adjust with the clips so you don't have to go in and hand move each audio clip. I've spent hours ha" (1★, US)

6. Speed up loading [Performance · 11 reviews · avg severity 2.5/3 · versions 19.7.0, 19.6.0]

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

"Buggy slow mess – I have a iPhone 17 and it's a laggy mess." (1★, GB)

7. Fix in-use crashes and freezes [Crashes / freezes · 10 reviews · avg severity 2.6/3 · versions 19.7.0, 19.6.0]

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

"Rubbish – I've singed up for the pro package and every template I try to make crashes at the end say check my internet. There is nothing wrong with my WiFi so will be cancelling and want a full refund" (1★, GB)

8. Stop data / progress loss [Bugs · 10 reviews · avg severity 2.5/3 · versions 19.7.0, 19.8.0]

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

"Upgraded my plan, lost all of my work and got charged twice for 1200+ credits – Warning to anyone upgrading their account in this app: Upgrading will wipe your active project and steal your credits. I spent 3 hours building a video project" (1★, US)

9. Answer support requests [Bugs · 9 reviews · avg severity 2.3/3 · versions 19.7.0, 19.6.0]

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

"Terrible Customer Service & Creator Account Support – I have reported the issues with my Creator account over and over again. I provided the live agents with screenshots, screen recordings, and detailed explanations of the problems. Eve" (1★, GB)

10. Make trials and renewals transparent [Pricing / subscription · 7 reviews · avg severity 2.3/3 · versions 19.7.0, 19.6.0]

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

"Absolutely Disgusting Subscription Practices – I am beyond disgusted with my experience with CapCut. I haven't used this app in so long that my iPhone automatically offloaded it due to inactivity. Despite this, CapCut continued collecting " (1★, 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.