

App Store complaint report

Deliveroo: Food & Shopping · Deliveroo · current version 3.345.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2021-08-12 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.08
Reviews with a complaint	156 (52%)
Storefronts	US 150, CA 100, GB 50
All-time App Store rating (US)	4.63 from 207,147 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	83	2.2	3.345.0 (12), 3.344.0 (5), 3.335.0 (5)
Bugs	47	2.4	3.328.0 (6), 3.345.0 (5), 3.332.1 (4)
Performance	44	2.1	3.345.0 (12), 3.344.0 (4), 3.328.0 (4)
Feature requests	25	2.2	3.345.0 (3), 3.344.0 (2), 3.328.0 (2)
UX / design	14	2.3	3.345.0 (2), 3.337.0 (2), 3.330.0 (2)
Crashes / freezes	4	2.8	3.345.0 (1), 3.340.0 (1), 3.176.0 (1)
Ads	2	2.9	3.324.0 (1), 3.326.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
3.345.0	39	1.8	62%
3.344.0	19	2.6	47%
3.343.0	5	3.4	40%
3.342.0	5	3.0	0%
3.341.0	4	1.8	75%
3.340.0	7	2.1	57%
3.339.0	3	2.7	0%
3.338.0	6	2.8	33%

Representative quotes

Pricing / subscription

“Thief – This app up charges a ridiculous amount of money just for the service. On top of that you have to pay delivery. Pay attention to the receipt you get from the business. This app charged me 40 euros extra for the app service. Not only that but my whole o” (1★, v3.335.0, US, 2026-08-20)

“Stole my money – By far the worst delivery app I ever had in my life. Basically my first order the food never arrived and they still charged me and refused to refund me. Basically STOLE MY MONEY FYI: If you ever order from them choose cash payment to make su” (1★, v3.139.0, CA, 2022-05-30)

Bugs

"Terrible customer service – The app works just fine, but the customer service could be improved. Why do we pay a service fee when they are unwilling to intervene in case of issues? When the app is faulty and my order goes undelivered for more than an hour an" (1★, v3.159.0, CA, 2022-10-24)

"Horrible Customer Service – Incredibly slow. Utterly useless customer service. They cannot cancel. They do not have information. Their response time is 10+ minutes. Issues everytime. I am a corporate client and I will move my firm to uber eats or something dif" (1★, v3.345.0, GB, 2026-10-20)

Performance

"Bad service and slow delivery – It took almost 2h to receive our order in Naples, everything was cold, soggy and barely edible. They refunded 10% of the order after I fought with them. 1st and last time I use their services, Uber Eats is way better." (1★, v3.186.0, CA, 2023-05-17)

"Slow – Minimal communication on order status. Took forever to find a delivery person. In Italy" (2★, v3.330.0, US, 2026-07-11)

Feature requests

"No option to add food allergies to orders – Don't use if you have any food allergies. I ordered gf items (I have celiac), but there's no ability to add a note saying it's a severe allergy. The restaurant changed one part of the meal and I spent the evening SO " (1★, v3.154.0, CA, 2022-09-27)

"Ability to edit the order – Some customers do want the ability to edit the order as they see fit. Like no onions or extra cheese so i definitely think you should add that ability to the app" (2★, v3.328.0, US, 2026-06-26)

UX / design

"By far the worst of the delivery apps I've tried – The UI and the overall experience are absolutely terrible. I ordered from a restaurant with a 25-minute delivery estimate and it arrived the next day when I was not even staying at the address any longer. But " (1★, v3.326.0, US, 2026-06-16)

"They made the app worse ON PURPOSE to trick you. – I was a big fan of Deliveroo, a loyal customer, subscriber, and almost daily user for almost a decade, but my subscription has expired and I won't be renewing. Why? The basket used to show a) items ordered, " (1★, v3.345.0, GB, 2026-10-20)

Crashes / freezes

"Awful Customer Service – This has now happened multiple times. I try to place an order and the app tells me it cannot process the order or it just freezes at the 'processing payment' stage for 20+ minutes. Since I still need to eat, I go to an app that actual" (1★, v3.97.0, CA, 2021-08-12)

"Won't open – App won't open since recent update" (1★, v3.345.0, GB, 2026-10-20)

Ads

"Where is the "sort by" function? – The new update removed the sort by function so you are forced to scroll down for a long time to get passed their sponsored content and restaurants. Not using it anymore" (1★, v3.324.0, CA, 2026-05-30)

The 10 most important fixes

1. Answer support requests [Bugs · 77 reviews · avg severity 2.3/3 · versions 3.329.0, 3.345.0]

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

"If I could give Deliveroo zero stars or negative stars, I would – If I could give Deliveroo zero stars or negative stars, I would. What an absolute joke of an experience. The food took over an hour to arrive and was cold by the time it fin" (1★, US)

2. Make trials and renewals transparent [Pricing / subscription · 20 reviews · avg severity 2.4/3 · versions 3.345.0, 3.344.0]

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

"Intentionally making it harder to refund deliveroo plus – No cancellation options on the app and to speak to support you are required to attach the report to a previous order. I had the app deleted on my phone and had not used the app in a " (1★, GB)

3. Improve content quality [Feature requests · 18 reviews · avg severity 1.9/3 · versions 3.344.0, 3.345.0]

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

"Order got canceled bc of wrong restaurant information – I'm frustrated because the platform doesn't assess information (this case opening hours) provided by their restaurants. After I order and waited for long, they just called and canceled" (2★, CA)

4. Justify or adjust the price [Pricing / subscription · 13 reviews · avg severity 2.1/3 · versions 3.345.0, 3.344.0]

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

"Drop in standards – Food arrives cold n wet. You have to pay if you want it fresh or they drop off another order in mordoor. Everything is an additional charge. Food is poor quality and smaller than if you went to the restaurant. You get th" (2★, GB)

5. Fix notifications [Bugs · 11 reviews · avg severity 2.0/3 · versions 3.337.0, 3.338.0]

Check notification delivery and let users control frequency in settings.

"Decent prices, endless notifications – I have notifications turned off, and every time I close the app I immediately get a notification. Like if I didn't order something it was for a reason, and I don't need 3 more notifications in a single" (3★, US)

6. Speed up loading [Performance · 7 reviews · avg severity 1.8/3 · versions 3.343.0, 3.345.0]

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

"Slow – Optionay" (1★, US)

7. Simplify navigation [UX / design · 5 reviews · avg severity 2.4/3 · versions 3.345.0, 3.341.0]

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

"The Deliveroo Customer Service Method™ – Method 1: Make reporting the problem harder than solving it. Even if you are a Deliveroo Plus customer, make sure it takes approximately six clicks, several menus, and a minor existential crisis befo" (1★, US)

8. Ship the most requested feature [Feature requests · 5 reviews · avg severity 1.9/3 · versions 3.345.0, 3.328.0]

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

"Not bad but – I love option of take away unfortunately they have no tracker to know when to take" (3★, GB)

9. Ease paywall pressure [Pricing / subscription · 4 reviews · avg severity 2.2/3 · versions 3.337.0, 3.345.0]

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

"Fees – Even if you pay for plus, not all deliveries are free you always gotta pay a little bit more for it to be free. Estimated times of arrival are good most of the time." (3★, US)

10. Fix in-use crashes and freezes [Crashes / freezes · 2 reviews · avg severity 2.7/3 · versions 3.176.0, 3.97.0]

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

"Awful user experience – Keeps crashing on search and when it doesn't crashes on checkout" (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.