

App Store complaint report

Depop - Buy & Sell Clothes · Depop Ltd · current version 2.418

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2025-03-19 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.81
Reviews with a complaint	148 (49%)
Storefronts	CA 150, US 150
All-time App Store rating (US)	4.82 from 1,055,705 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	76	2.2	2.416 (17), 2.417 (13), 2.399.1 (2)
Bugs	72	2.3	2.417 (12), 2.416 (9), 2.358 (4)
Feature requests	50	2.1	2.416 (9), 2.417 (6), 2.376.1 (3)
UX / design	29	2.2	2.416 (3), 2.388.1 (2), 2.417 (2)
Performance	22	2.5	2.417 (3), 2.416 (2), 2.376 (2)
Crashes / freezes	12	2.7	2.417 (2), 2.407 (1), 2.384.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2.417	72	3.6	38%
2.416	78	3.4	29%
2.415	1	5.0	0%
2.414	2	1.0	50%
2.413	3	2.0	33%
2.412	2	2.5	0%
2.411	2	2.0	100%
2.410.1	1	2.0	0%

Representative quotes

Pricing / subscription

“Been a seller for 5 years and got banned – I’ve been selling for 5 years, had a disagreement with someone on a price and got banned for life, can’t even make money off my clothes anymore. I truly wish this company to burn to the ground, y’all destroyed my busi” (1★, v2.341, CA, 2025-04-29)

“Useless fees – This app is good at first sight but is horrible as you keep using it. As a seller Depop has the most useless fees making you have to up charge your buyer and get little money. I sold a bag for \$30 Depop enter into my PayPal account without infor” (1★, v2.411, CA, 2026-09-13)

Bugs

“The most BUGGY app I have EVER used – The app is basically unusable, every time I try to log in through Google on my iPhone 17 it keeps giving me error messages. And when I finally managed to log in, the app kept saying that there was a problem with my wifi co” (1★, v2.367.1, CA, 2025-10-20)

"Now Completely Unusable – No longer able to search for anything, all international items are hidden, and app encourages scammers. But the downfall of the app is truly the lack of a search function. It used to work perfectly and now has been broken for over a y" (1★, v2.360, CA, 2025-09-04)

Feature requests

"Third Party Payment for Canadians – The apps functionality is very poor for sellers especially in Canada. Depop only offer payments through Paypal instead of direct payment options like apple pay and debit/credit card which results in extra fees. Also they sti" (1★, v2.343, CA, 2025-05-13)

"...causes holds, delays, and issues that slow down our business. Other countries have smoother payouts while Canada gets left behind. Please bring Depop Payments to Canada. This is a big market, and we want to grow on Depop too. ☐☐" (1★, v2.374, CA, 2025-12-01)

UX / design

"great for buyers, bad for sellers. – they keep adding terrible updates that slow down the experience, they only side with the buyer when a seller opens a dispute, and they change the layout of the app every 2-3 business days. let's all go back to our roots, " (1★, v2.347, CA, 2025-06-11)

"the search sucks – search is broken / doesn't surface relevant results. makes the app super frustrating to use. in general the ui/ux is not great." (1★, v2.358, CA, 2025-08-21)

Performance

"Updating error – I just updated the app but now I can't open and still says waiting/loading for how many hours now. Please fix that kind of bug." (1★, v2.352, CA, 2025-07-12)

"Getting worse – Now I can't even send people offers anymore; it just loads and says "sorry, we couldn't send your offer. Please try again" and it does that over and over again until I have to go out of the app and refresh it, and then I try to send offers agai" (1★, v2.416, US, 2026-10-18)

Crashes / freezes

"Broken app? – I can't even get past making a username, it just freezes and shuts down. I just deleted the app and gave up and 3 tries." (1★, v2.348, CA, 2025-06-23)

"Can't create an account – Every time I go to create an account the entire screen freezes when I get to the 'choose username' section. I've tried everything imaginable and it still freezes when it gets to that part." (1★, v2.358, CA, 2025-08-21)

The 10 most important fixes

1. Answer support requests [Bugs · 53 reviews · avg severity 2.3/3 · versions 2.416, 2.417]

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

"Services – The app glitches CONSTANTLY and gets frozen up so I have to restart, my first time buying the app took me to a pop up to enter my banking info for the transaction, I did that and it said it was complete yet the item is still on s" (1★, CA)

2. Soften the redesign backlash [UX / design · 27 reviews · avg severity 2.3/3 · versions 2.416, 2.407]

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

"Still Crashing – Impossible to use. Crashes every time I'm in the app for less than 4 minutes at this point. They also apparently use AI for their search engine, so you get bombarded with stuff you're not even looking for. Following people " (1★, CA)

3. Justify or adjust the price [Pricing / subscription · 25 reviews · avg severity 2.1/3 · versions 2.417, 2.416]

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

"crazy fees, not worth it! – depop takes a 10% cut from each sale and they make you pay for shipping (sellers have to calculate the shipping costs of each item) and especially in canada this is super expensive for individual sellers. not to " (2★, CA)

4. Fix login / account access [Bugs · 19 reviews · avg severity 2.7/3 · versions 2.416, 2.417]

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

"Not letting me sign up – When I try to make an account it won't let me type in a username." (1★, CA)

5. Ship the most requested feature [Feature requests · 23 reviews · avg severity 2.0/3 · versions 2.346, 2.376.1]

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

"Fun, but still room for improvement! – I have only just started using Depop/the app and I may update this once I've received the orders I've placed but, I am enjoying the app so far. I love being able to thrift from my couch, it's fun to sc" (3★, CA)

6. Fix features broken by the latest update [Bugs · 14 reviews · avg severity 2.4/3 · versions 2.416, 2.417]
Add regression tests for the features users name in these reviews before the next release.

"Was good, but writing this on June 10th 2025, the main function is broken (the search function) – So I got into Depop in October of 2024, I've actually bought like \$1000 worth of stuff from there, like 40 items. Yeah a little addicted. Anyw" (2★, CA)

7. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.6/3 · versions 2.417, 2.348]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"keeps crashing – when i click on a photo and exit the photo the app freezes" (2★, US)

8. Simplify navigation [UX / design · 7 reviews · avg severity 2.3/3 · versions 2.385, 2.353]

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

"Trash app – This app is so garbage i cant find anything good. Overpriced shipping from people who strolled in from toolville and moron city. Maybe when i search it shoulr show my sizes automatically and i not have to filter it every damn ti" (1★, CA)

9. Speed up loading [Performance · 6 reviews · avg severity 2.6/3 · versions 2.347, 2.353]

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

"love the clothes, DESPISE the app – app is so laggy and bugs out a ton... i'll be looking at a listing and the app will decide to crash making me lose the item which is super frustrating! also when you add something to your bag, then proceed " (1★, CA)

10. Make trials and renewals transparent [Pricing / subscription · 7 reviews · avg severity 2.1/3 · versions 2.416, 2.375]

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

"Don't use – I got 10.35\$ taken from my account when I ask a refund I get no answer for more than two weeks don't use this app it a scam they wait for you to linked your PayPal than take from your account whenever they want" (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.