

App Store complaint report

DoorDash: Food, Grocery, More · DoorDash, Inc. · current version 8.41.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2023-09-18 to 2026-10-22).

Metric	Value
Reviews analysed	300 (295 classified by AI)
Average stars (these reviews)	2.65
Reviews with a complaint	158 (53%)
Storefronts	CA 150, US 100, GB 50
All-time App Store rating (US)	4.77 from 23,455,411 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	113	2.1	8.41.0 (44), 8.40.0 (22), 8.39.0 (19)
Bugs	39	2.3	8.39.0 (9), 8.41.0 (6), 8.38.0 (6)
Feature requests	32	2.1	8.40.0 (6), 8.39.0 (5), 8.38.0 (5)
Performance	15	2.3	8.41.0 (3), 8.39.0 (3), 8.38.0 (3)
UX / design	13	2.3	8.40.0 (4), 8.41.0 (2), 7.48.0 (1)
Ads	3	1.7	8.40.0 (1), 7.3.0 (1), 8.38.0 (1)
Crashes / freezes	1	2.0	6.4.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.41.0	117	3.0	45%
8.40.0	48	2.4	58%
8.39.0	52	2.6	46%
8.38.0	36	2.9	58%
8.37.0	3	1.0	67%
8.35.0	1	1.0	100%
8.34.1	1	1.0	0%
8.33.1	1	1.0	100%

Representative quotes

Pricing / subscription

“Bad customer service – I’ve been a longtime user of DoorDash and they used to have great customer service and affordable prices but lately they’ve been going downhill. So many of my orders have been getting cancelled without a reason and then not refunding my ” (1★, v8.39.0, CA, 2026-10-08)

“SCAMMERS! – Do NOT waste your money on this app! They up-charge \$1-\$4 PER item and the fees you’re supposed to be “saving” on by paying \$10/month is NEVER \$0. I only noticed this because I was given a receipt with a grocery order and the total was \$41, but the” (1★, v8.41.0, US, 2026-10-22)

Bugs

"Delivery man abusive DoorDash doesn't care – My order was over an hour late so I texted me dasher asking when the order will arrive 'whats the eta of my order, the time keeps changing and I think the location is broken' and he doesn't reply and then when he ar" (1★, v6.15.0, GB, 2024-04-27)

"1 star cause I can't give 0 – Kept trying to pay and it never worked, no error messages, nothing . Just wouldn't complete. Tried to verify number and no code sent but they still blocked my account for 24hrs. Terrible. Needs to work on error messages so at leas" (1★, v6.18.0, GB, 2024-05-18)

Feature requests

"Better options – I wanted to try door dash compared to Uber or skip, first time ordering wait 20 minutes restaurant is closed. Where Uber & skip both have where you can't order if it's closed. Not a good experience I'll just keep using the other apps. Also" (1★, v8.39.0, CA, 2026-10-08)

"Awful service – Awful service, The order time keeps going up every minute. I wanted a full refund and all they can offer is a store credit. I started a live chat with someone and they were no help what's so ever. DoorDash needs to get better at communication a" (1★, v6.12.0, GB, 2024-04-04)

Performance

"Slowest delivery app in Toronto – How many times it delayed my order. Delivery time said 25-45 mins. But i received it in an hour. Customer service is a joke. Just tells me to get back to them when i receive my order. My order is all cold amd soggy then they sa" (1★, v8.38.0, CA, 2026-10-03)

"Lengthy wait beyond estimated time - ended in cancelled order & no service recovery – Ordered food, eta 10-15mins. 30mins later, map shows driver at merchant, but then disappears. Doordash reassigns 2nd driver that's 15mins away from merchant. Same thing h" (1★, v6.47.0, GB, 2024-12-04)

UX / design

"The app designed to lose restaurants money – I suggest using Uber Eats/Postmates for an easier experience as a customer, and I wouldn't use them as a restaurant. I went to a restaurant's website and wanted to order food from them, and that turned out to be t" (1★, v7.21.1, GB, 2025-06-06)

"Theft – Horrible app interface and then when you cancel orders they take the money anyways. Criminals. Gag." (1★, v8.40.0, CA, 2026-10-17)

Ads

"Intrusive and creepy – Advertisement based on proximity appearing on my phone when the app wasn't even installed. Unacceptable intrusion and reporting apple." (1★, v7.3.0, GB, 2025-01-29)

"Too many add on my YouTube video – Too many add on my YouTube video" (1★, v8.40.0, CA, 2026-10-19)

Crashes / freezes

The 10 most important fixes

1. Answer support requests [Bugs · 74 reviews · avg severity 2.3/3 · versions 8.41.0, 8.40.0]

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

"Horrible Customer service – My grocery order was already over 1.5 hours late because DoorDash's navigation repeatedly sent the driver to the wrong location, despite DoorDash having my correct street address. I spent an enormous amount of ti" (1★, CA)

2. Justify or adjust the price [Pricing / subscription · 40 reviews · avg severity 1.9/3 · versions 8.41.0, 8.40.0]

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

"App full of thieves – Seriously, these days when I order something always goes wrong. For the price to pay for convince, we are getting robbed. Orders constantly wrong, and more common, dashers who straight up steal your food. Garbage app f" (1★, US)

3. Make trials and renewals transparent [Pricing / subscription · 21 reviews · avg severity 2.1/3 · versions 8.40.0, 8.41.0]

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

"Scammers – Keep an eye on your bank statements, they charge you then refund and then recharge and sometimes I caught .60 cent charges or \$1 something charges from DoorDash even when I didn't order from them over the course of MONTHS! Total" (1★, CA)

4. Fix login / account access [Bugs · 9 reviews · avg severity 2.5/3 · versions 8.38.0, 7.32.0]

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

“Shady practice preventing account deletion – The app worked fine for ordering. SMS works for other things in the app but when I try to delete my account they supposedly sent an SMS verification code which is never received. Tried for severa” (1★, GB)

5. Fix notifications [Bugs · 9 reviews · avg severity 1.9/3 · versions 8.38.0, 7.42.0]

Check notification delivery and let users control frequency in settings.

“Notifications – All notifications are off except delivery notifications. I still get marketing notifications, very annoying. The App Store does not allow you to report to Apple, only to DoorDash, so self policing, not a good transparent pol” (2★, GB)

6. Ship the most requested feature [Feature requests · 9 reviews · avg severity 1.7/3 · versions 8.40.0, 8.39.0]

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

“Racist app – I am extremely disappointed by the lack of language options in this app. North America is one of the most multicultural regions in the world, with millions of immigrants from different countries. As a food delivery platform se” (1★, CA)

7. Improve content quality [Feature requests · 6 reviews · avg severity 1.9/3 · versions 8.41.0, 8.39.0]

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

“Inaccurate Description – DoorDash needs to seriously fix its misleading and inaccurate menu information. The descriptions on the app are unclear and do not match what the restaurant actually offers. I placed my order based on the descriptio” (1★, CA)

8. Cut battery / storage use [Performance · 2 reviews · avg severity 1.9/3 · versions 6.4.1, 8.41.0]

Check background activity, location use and cache size.

“Serious battery drain and crashes – I lost >10% of my battery during a single order as it tracked the driver. My iPhone 15 Pro was hot to touch and the app also crashed 4 times during this period. It's otherwise not a bad app, but these ” (2★, GB)

9. Rethink usage limits [Pricing / subscription · 2 reviews · avg severity 1.7/3 · versions 8.38.0, 8.39.0]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

“How does DoorDash credits expire after a month?? – Worst delivery app of all. They said my DoorDash credits expired” (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.