

App Store complaint report

eBay online shopping & selling · eBay Inc. · current version 6.278.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-12-12 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	1.4
Reviews with a complaint	228 (76%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.82 from 4,969,503 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	93	2.4	6.278.0 (24), 6.277.0 (20), 6.275.0 (10)
Pricing / subscription	87	2.4	6.277.0 (29), 6.278.0 (23), 6.276.0 (6)
Feature requests	69	2.1	6.278.0 (21), 6.277.0 (18), 6.275.0 (14)
UX / design	58	2.1	6.278.0 (18), 6.275.0 (14), 6.277.0 (13)
Performance	45	2.5	6.277.0 (14), 6.278.0 (10), 6.275.0 (7)
Crashes / freezes	29	2.7	6.277.0 (10), 6.278.0 (6), 6.275.0 (3)
Ads	18	2.1	6.277.0 (10), 6.278.0 (4), 6.276.0 (3)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.278.0	69	1.5	84%
6.277.0	84	1.3	74%
6.276.0	23	1.0	87%
6.275.0	34	1.2	79%
6.274.0	2	1.0	0%
6.273.0	6	1.7	33%
6.271.1	2	1.0	100%
6.270.0	2	1.5	100%

Representative quotes

Bugs

“Not working on Apple devices. – I use this app mainly on my iPad but it is constantly crashing & closing the app - usually on clicking an item I wish to purchase. I expected this bug to have been fixed by now but it remains in the latest build. The crash ” (1★, v6.277.0, GB, 2026-10-13)

“Payment issues – 3 cards got charged for item but item never confirmed as bought. I kept trying cuz each time it said problem with payment card use another. Now I have to go to multiple banks to reverse the charges cuz the banks show them but eBay doesn’t even” (1★, v6.277.0, US, 2026-10-13)

Pricing / subscription

"eBay sucks – I've been a eBay user for years. I think this will be my last one. My account got restricted for making too many sales too fast, I provided proof of delivery of said orders. (Over \$1400 USD) they finally lift my restriction after weeks of hell try" (1★, v6.278.0, US, 2026-10-19)

"Terrible company – eBay is a terrible company that doesn't care about their sellers. I sold an expensive item that was delivered a buyer claimed it wasn't and got his money back even though he lied. There is no seller protection I would not recommend eBay sell" (1★, v6.278.0, US, 2026-10-19)

Feature requests

"eBay live has ruined this app – Please please please get rid of eBay live. I've not used eBay since you stuck it on the home page. I'm not interested and I can't stand the auto playing of it Please give us the option to disable it so I can go back to using eBa" (1★, v6.278.0, GB, 2026-10-18)

"eBay Untrustworthy – FOLLOW UP Brixiamoto received the return and did not refund. Ebay said that because it was sent to a valid address (even though it was not my address) they will not intervene. Seller is stealing my funds and Ebay is protecting them. Will N" (1★, v6.270.0, CA, 2026-08-28)

UX / design

"Slow. Circular UI. – The app is significantly slower than the mobile web version. Significantly. Well. The filtering finally got fixed after how many weeks? But I still can't seem to get images to load properly half the time. Oh. And each time I try to file " (1★, v6.278.0, US, 2026-10-18)

"One of the most annoying apps I've ever used – The title says it all. Too many glitches to count and frustrating UI." (1★, v6.276.0, GB, 2026-10-05)

Performance

"App crashing on iPad over n over, anytime i touch anything ... – UNUSABLE!!!! Open app Crash Closes Open app Closes open app closes crash. 500 Duplicate Listings... then App crashes... loading too many sponsored listings then app crashes.... search anything, and t" (1★, v6.277.0, US, 2026-10-14)

"Buggin – Can't even open the app, on the iPhone 17 and every single time I click on your app it pops up the eBay loading screen and then crashes, no new updates and resetting the phone isn't even doing anything really annoying" (2★, v6.273.0, CA, 2026-09-17)

Crashes / freezes

"Broken app – Update Crash on using freeze on new update need fix can't even use it without WiFi" (1★, v6.277.0, US, 2026-10-13)

"eBay live not accessible to the blind – I spent over an hour trying to create an account a few weeks ago I am completely and totally and fully blind. This app is not accessible, especially in the eBay live section I couldn't get into shows and when I was able " (1★, v6.277.0, US, 2026-10-17)

Ads

"Bad – Won't waste too much time going in to detail about the terrible log in experience, inability to switch accounts easily (eBay must not like users who have a business and personal account separately), but the biggest reason this app is terrible is that som" (1★, v6.278.0, US, 2026-10-18)

"Push notification ads – If you enjoy ads sent to you via push message which you absolutely cannot disable, this is the app for you. Sticking with the website for now." (1★, v6.277.0, US, 2026-10-15)

The 10 most important fixes

1. Answer support requests [Bugs · 63 reviews · avg severity 2.5/3 · versions 6.278.0, 6.277.0]

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

"Don't expect any help when things go wrong. – My first—and likely only—purchase through eBay. I purchased a pair of shoes from the official Adidas eBay store through the eBay app on April 3, 2026. The shoes developed a significant squeaking" (1★, CA)

2. Soften the redesign backlash [UX / design · 62 reviews · avg severity 2.1/3 · versions 6.278.0, 6.277.0]

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

"Lots of issues that still haven't been fixed – App is glitching everytime I try to edit an item, the listing page just flashes. Can't actually do anything. I also have the glitch where it gives me a listing fee amount when I'm only trying t" (1★, GB)

3. Improve content quality [Feature requests · 33 reviews · avg severity 2.1/3 · versions 6.277.0, 6.278.0]

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

"AI Auto Magical Listing Generator-Absolute dogsh*t – How the hell do I turn this off? It's inaccurate and leaves sellers wide open to accusations of false description of goods. It's terrible and has doubled or trebled my listing times as I" (1★, GB)

4. Simplify navigation [UX / design · 32 reviews · avg severity 2.2/3 · versions 6.278.0, 6.275.0]

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

"Outdated and out of touch – eBay may have gotten away with being old fashioned when it was the only option. Now, other platforms make the selling and buying process more enjoyable. eBay feels confusing and unnecessarily old fashioned. Not t" (2★, US)

5. Justify or adjust the price [Pricing / subscription · 27 reviews · avg severity 2.4/3 · versions 6.277.0, 6.278.0]

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

"Ebay expensive rip off – Need weight variations for different sized items for calculated shipping. Not all items weigh the same. Please lower fees. If you make 20k in sales, you will get 9k or less, after fees and high shipping cost you w" (2★, US)

6. Fix in-use crashes and freezes [Crashes / freezes · 23 reviews · avg severity 2.7/3 · versions 6.277.0, 6.278.0]

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

"Hangs – eBay gave me a coupon code for \$5, which can only be used if I use the app instead of a browser. But the app keeps hanging and is totally unusable!" (1★, CA)

7. Fix login / account access [Bugs · 22 reviews · avg severity 2.6/3 · versions 6.278.0, 6.275.0]

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

"won't let you sign in with apple. – kind of ironically, as this is the App Store for apple products, if you've made an account with apple it will not let you log in with it. it will infinitely load. the website has no problem with me signin" (1★, CA)

8. Ship the most requested feature [Feature requests · 24 reviews · avg severity 1.9/3 · versions 6.275.0, 6.278.0]

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

"Would be great if the "live" events weren't shoved down your throat – Please for the love of god, provide an option to remove the live stuff from your home page. It's awful. So many people don't want anything to do with that junk, scalper b" (1★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 20 reviews · avg severity 2.2/3 · versions 6.277.0, 6.276.0]

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

"Scam – If you plan to sell anything don't bother canceling the order otherwise you will be charged hundreds of dollars for no reason." (1★, CA)

10. Fix notifications [Bugs · 13 reviews · avg severity 2.0/3 · versions 6.277.0, 6.278.0]

Check notification delivery and let users control frequency in settings.

"Push notifications – Stop sending me push notifications for coupons. I don't want your stupid coupons and I have turned off all push notifications in settings and you keep sending me them every couple days. Congrats I have now deleted the a" (1★, US)

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.