

App Store complaint report

Glovo: Food Delivery, Takeaway · Glovoapp 23 SL · current version 2026.43.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2023-10-13 to 2026-10-20).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.71
Reviews with a complaint	131 (44%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.82 from 238,091 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	82	2.4	2026.40.0 (7), 2026.42.0 (6), 2026.34.0 (6)
Bugs	46	2.5	2026.40.0 (3), 2026.36.1 (3), 2026.34.0 (3)
Performance	26	2.3	2026.42.0 (2), 2026.38.0 (2), 2026.37.0 (2)
Feature requests	20	2.3	2026.37.0 (3), 2026.33.0 (2), 2026.36.1 (2)
UX / design	7	2.2	2026.42.0 (1), 2026.40.0 (1), 2026.41.0 (1)
Crashes / freezes	3	2.8	2026.16.0 (1), 2026.35.0 (1), 10.18.0 (1)
Ads	2	2.1	2026.37.0 (1), 9.48.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.43.0	2	1.0	100%
2026.42.0	19	2.5	42%
2026.41.0	17	2.3	53%
2026.40.0	17	2.9	59%
2026.39.0	11	2.5	36%
2026.38.0	11	2.5	36%
2026.37.0	12	3.0	33%
2026.36.1	17	2.5	41%

Representative quotes

Pricing / subscription

“Glovo — How to End Up Without Dinner – Place an order. Wait an hour. Cancelled. Place another order. Wait another hour. Cancelled again. Money from both orders is tied up. No money left to place a third one. Contact support: “I’ve been waiting for food for ” (1★, v2026.42.0, CA, 2026-10-13)

“Scammers! – Glovo workers are totally unreliable! Glovo doesn’t refund money for missing or damaged and out of date items! Same scam message every time but ABSOLUTELY NO REFUND! Don’t buy with Glovo! Use BOLT or UBER for your needs. Even hiring a drive is les” (1★, v10.9.2, CA, 2024-09-08)

Bugs

“Broken app – Won’t let me pick any options or search anything. Literally unusable. It worked the day before!” (1★, v2026.14.0, GB, 2026-04-05)

“Don’t Download!!!! – I can understand if this app works well in other areas but, if you live in Granada, PLEASE save yourself the trouble and don’t download it. Drivers would arrive at the wrong location, write “I’m here” and before you could even reply you’d ” (1★, v2026.40.0, US, 2026-10-04)

Performance

“Slow, late and expensive – I ordered bread at 8:50 to complete my breakfast, firstly the app answered that I was going to get the bread between 9:20 and 9:35....now it is 10:15 and really i don’t know when I am going to get the bread as they have changed the del” (2★, v2026.42.0, GB, 2026-10-15)

“Scammers – Glovo is the worst app and service provider not on a country level, but on a global scale. From terrible customer service to constant app errors, nutritional data inconsistencies, wrong imagery and deliberate misinformation, constant delays and more” (1★, v2026.27.0, GB, 2026-07-02)

Feature requests

“...ordered. This is the worst service I've ever encountered. There's no support, you can't report a problem, they just charge you. If you want to delete your account, they'll take 48 hours to process your request. What the heck? I'm deleting my account, you have” (1★, v2026.33.0, US, 2026-08-16)

“Bot-only chat – Delivery app that doesn’t have an option to get to an agent in support chat and instead forces you to only interact with “AI” doesn’t deserve anything but 1 star. I just cancelled my subscription and will be moving on to another app.” (1★, v2026.35.0, US, 2026-08-30)

UX / design

“Don’t give them your money – Not the most intuitive and friendly UI/UX. But even worse than that is their very poor customer support. They don’t resolve problems, they create them. If you have alternatives — use the alternatives.” (1★, v2026.42.0, GB, 2026-10-17)

“Worst delivery app I have ever used! – Could you please hire good UX designer? This is disaster!” (1★, v2026.41.0, US, 2026-10-05)

Crashes / freezes

“Не працює – Маю старий телефон. Застосунок перестав відкриватися. Як відкотитися до попередньої робочої версії? Видалення і перевстановлення застосунку не допомогло.” (1★, v2026.16.0, US, 2026-09-28)

“Service 0 – Possibilité pour commander un repas préférée c’est indisponible blocage d’application et service coursier 0” (1★, v2026.35.0, US, 2026-08-24)

Ads

“Just awful – This is one of the worst apps, if you can please chose literally nothing else other than this. It has ads and no customer support with deliveries frequently being over 100 minutes” (1★, v2026.37.0, US, 2026-09-07)

“Publicité a l’intérieure de l’ application – Publicité a l’intérieure de l’ application meme en ayant glovo prime, je deteste Les pubs ...” (5★, v9.48.0, CA, 2024-06-13)

The 10 most important fixes

1. Answer support requests [Bugs · 95 reviews · avg severity 2.4/3 · versions 2026.42.0, 2026.40.0]

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

“Be very wary if you’re a NIGERIAN customer – I signed up to use this app a week ago while I vacation in Lagos Nigeria. I have had multiple issues with drivers being unable to locate my home without calling to describe the home or going int” (1★, CA)

2. Make trials and renewals transparent [Pricing / subscription · 22 reviews · avg severity 2.4/3 · versions 2026.41.0, 2026.33.0]

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

"They stole my money – I ordered mouth wash and they cancelled the order and charged me in full. The driver called and asked me to place the order again. Then they did this scam again! I guess to steal the money and the tips twice. I have ze" (1★, CA)

3. Improve content quality [Feature requests · 11 reviews · avg severity 2.2/3 · versions 2026.42.0, 11.31.1]

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

"Entire order was wrong – I ordered 5 grocery items via glovo and received 3 incorrect items worth half the price of the original order and none of what I ordered was present." (1★, CA)

4. Fix login / account access [Bugs · 6 reviews · avg severity 2.8/3 · versions 2026.41.0, 2026.37.0]

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

"Travelers beware! Glovo Prime – Forgot to cancel Glovo Prime before I got back home to US. Got geo-locked out of my account and so could not cancel. Had to get a VPN to log back in. Awful customer experience. Customer support was nonexistent" (1★, US)

5. Simplify navigation [UX / design · 4 reviews · avg severity 2.2/3 · versions 9.13.0, 2026.40.0]

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

"Difficult – Difficult navigation of menu order at times" (3★, CA)

6. Justify or adjust the price [Pricing / subscription · 4 reviews · avg severity 2.0/3 · versions 10.10.0, 2026.18.0]

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

"Molto costoso – Come corriere è abbastanza veloce, ma i prezzi sono molto costosi , dato che il mio ordine costa 4 euro, ma ho pagato 10 euro ☹ per la consegna e le spese di negozio, molto alte, questa sarà l'ultima volta" (2★, CA)

7. Ship the most requested feature [Feature requests · 3 reviews · avg severity 2.1/3 · versions 9.21.0, 2026.32.0]

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

"- – This stupid app doesn't even deliver anywhere in Paesana, bring back uber eats please !" (1★, CA)

8. Fix in-use crashes and freezes [Crashes / freezes · 2 reviews · avg severity 2.8/3 · versions 10.18.0, 2026.35.0]

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

"...process and find the card setup, delete the card, and re enter the same card every single time! on top of that it randomly crashes or closes the restaurant im looking at and opens the previous one i was looking at in the middle of my orde" (2★, 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.