

App Store complaint report

Gopuff - Grocery Delivery · Gopuff · current version 14.1.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-09-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.98
Reviews with a complaint	48 (16%)
Storefronts	US 300
All-time App Store rating (US)	4.79 from 265,302 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	26	2.3	14.0.0 (7), 12.23.0 (7), 12.25.0 (5)
UX / design	13	2.5	12.23.0 (4), 12.24.0 (3), 14.0.0 (2)
Performance	13	2.1	14.0.0 (3), 13.0.0 (3), 12.25.0 (3)
Feature requests	11	2.1	12.24.0 (4), 14.0.0 (2), 12.25.0 (2)
Bugs	7	2.3	14.0.0 (2), 12.24.0 (2), 12.23.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
14.1.0	14	2.9	36%
14.0.0	63	4.0	19%
13.0.0	50	4.2	8%
12.25.0	47	3.8	19%
12.24.0	55	4.0	15%
12.23.0	63	4.1	16%
12.22.0	8	4.9	0%

Representative quotes

Pricing / subscription

“Sneaky subscription - The app will not allow me to unsubscribe to a PAID subscription. I didn’t even realize I was paying a subscription for months. There is no history on my account so I don’t know how long I have been paying. Customer service is AI and onl” (1★, v12.23.0, US, 2026-09-20)

“Delivery Delays - Ordered multiple times paying for premium and fast delivery. Was confronted with an order that would be waiting for pickup for an hour while the delivery time slowly went up. Definitely will be taking my business back to DoorDash” (1★, v14.0.0, US, 2026-10-18)

UX / design

“Partnered with Elon - Gopuff now forces you to interact with a SpaceXAI interface. I used to be able to get Farmers Fresh. Gone. Half the items I used to order are now gone. I used to be able to browse. Now everything is an AI search. They ruined their user ex” (1★, v12.25.0, US, 2026-10-02)

“What did you do to the UI? - Forcing users to use an AI prompt to search for products is extremely frustrating and makes the app really annoying to use imo.” (1★, v12.25.0, US, 2026-09-28)

Performance

“Delivery Times/“Chat Support” – As someone who has used GoPuff many times, I will be deleting it after this order is delivered. I *consistently* get my delivery time pushed back HOURS. My last order was placed at 8pm and didn’t even get picked up until almost ” (1★, v13.0.0, US, 2026-10-10)

“Horrible Service – Every single time I order “delivery in 15 minutes” and it takes over an hour. At this point the time on their websites are just fraud. What motivated me to finally write a review is that I’m sitting here waiting for an order with “delivery i” (1★, v12.23.0, US, 2026-09-19)

Feature requests

“Shadow of its old self – Perks, sales, and premium bonuses have been removed or steadily decreased for the last few years but the partnership with an AI company and locking core features behind that AI with no way around it has fully ruined the app. Beyond tha” (1★, v12.23.0, US, 2026-09-20)

“Great service, awful app – The app has become practically unusable, you can’t just search for the items you want and get a SERP to browse—you have to go through an AI chatbot for some reason? I don’t want to have a conversation with a robot, I want to buy ice ” (2★, v14.1.0, US, 2026-10-19)

Bugs

“Delivery Slop – Nice that they deliver beer and zyns. If you change your card they'll try and charge it 3 times in a row and there won't be a cancellation button for the FAM membership, the chatbot will send broken links, and you'll have to chat with a person ” (2★, v12.23.0, US, 2026-09-16)

“Great app – I can get my cigarettes as well as anything else I need only problem is that it takes ppl to wrong address besides that □□□□” (4★, v14.0.0, US, 2026-10-14)

The 10 most important fixes

1. Answer support requests [Bugs · 19 reviews · avg severity 2.3/3 · versions 14.0.0, 12.24.0]

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

“Serious Food Safety Concerns & Disappointing Customer Support – I recently received a Gopuff delivery containing a bag of cat food with multiple holes resembling rodent chew marks, including openings large enough to expose the food inside. ” (1★, US)

2. Soften the redesign backlash [UX / design · 10 reviews · avg severity 2.6/3 · versions 12.23.0, 14.0.0]

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

“Horrible ai search – Just updated the app and the new interface and ai search has made the app borderline unusable. It completely over complicates everything for the sake of appearing cutting edge. No one needs this.” (1★, US)

3. Make trials and renewals transparent [Pricing / subscription · 9 reviews · avg severity 2.5/3 · versions 14.1.0, 14.0.0]

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

“Crooks – Had to dispute the charge on my cc because I ordered \$150 product and added a soda. The product was out of stock and rather than notifying me they charged small order fees and delivery fees and only delivered the soda. So I paid \$2” (1★, US)

4. Simplify navigation [UX / design · 7 reviews · avg severity 2.5/3 · versions 14.0.0, 12.25.0]

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

“OMG it’s horrible now – Just tried to order a couple of simple things and now the search bar is this insufferable Valley girl AI voice. Also, the images are presented in a bizarre manner that’s hard to actually look at. Everything is at a D” (1★, US)

5. Improve content quality [Feature requests · 8 reviews · avg severity 1.8/3 · versions 12.25.0, 12.24.0]

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

“GPS puts in the wrong addresss – For some reason, the GPS puts in the wrong address for my address. I've checked and my address is my address, not wherever it's sending them, but the delivery drivers get lazy and leave my items or an extra ” (1★, US)

6. Justify or adjust the price [Pricing / subscription · 7 reviews · avg severity 2.0/3 · versions 14.1.0, 12.23.0]

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

“Took for ever – This order took forever. Was not worth the money.” (1★, US)

7. Ship the most requested feature [Feature requests · 3 reviews · avg severity 1.7/3 · versions 12.25.0, 12.24.0]

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

“Cigarettes? – Where is the option to order cigarettes your called go puff wtf” (2★, US)

8. Speed up loading [Performance · 2 reviews · avg severity 1.9/3 · versions 13.0.0, 12.23.0]

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

“AI Search Is Horrible – The AI powered search is slow and not effective. It shouldn’t take minutes for it to return search results.” (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.