

App Store complaint report

Grubhub: Food Delivery · GrubHub.com · current version 2026.42

Generated 2026-10-23 from the 300 most recent public App Store reviews across 4 storefronts (2011-09-07 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.28
Reviews with a complaint	166 (55%)
Storefronts	US 201, CA 68, GB 23, AU 8
All-time App Store rating (US)	4.75 from 4,687,319 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	77	2.2	2026.41 (32), 2026.40 (27), 2026.42 (8)
Bugs	68	2.4	2026.40 (15), 2026.41 (9), 2.98 (3)
Feature requests	46	2.2	2026.40 (13), 2026.41 (10), 2026.42 (2)
Performance	34	2.4	2026.40 (12), 2026.41 (10), 2026.42 (4)
UX / design	20	2.1	2026.41 (7), 2026.40 (7), 2026.42 (1)
Crashes / freezes	6	2.9	2.98 (3), 2026.41 (1), 2.97 (1)
Ads	4	1.9	2026.42 (1), 2021.25 (1), 2026.41 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.42	25	2.6	56%
2026.41	97	2.5	54%
2026.40	78	2.2	58%
2026.39	1	1.0	0%
2026.38	1	1.0	100%
2026.32	2	1.0	100%
2026.27	1	5.0	0%
2026.22	1	2.0	100%

Representative quotes

Pricing / subscription

“Two Terrible Experiences. I’m Done With Grubhub – I’ve given Grubhub two chances, and both experiences were practically identical disasters. My Taco Bell order took over an hour to get a driver, and tonight’s \$30 McDonald’s order was another ridiculous mess. B” (1★, v2026.40, US, 2026-10-10)

“My 6-years of being a customer wasn’t worth \$5.29 to Grubhub – A recent order was missing a \$5.29 kale salad. I submitted a refund request for the item that was not delivered. Grubhub refused

saying my account has too many refunds. The number of refunds is an " (1★, v2026.40, US, 2026-10-10)

Bugs

"Update made app unusable – Every button clicked leads to "Sorry, looks like something went wrong. We ran into an error just now. Please try again." I've tried everything. Uninstalled the app. Got a new one. Nothing works." (1★, v2026.41, US, 2026-10-14)

"Not working – When I downloaded the app it didn't work in Ottawa ON, when I tried putting my address there was an error and crashed" (1★, v2.96, CA, 2014-06-24)

Feature requests

"Unhappy – Very limited restaurant choices to choose from. No place to add additional options example no ice drinks. Hours for food deliveries horrible especially for night shifts" (1★, v2026.42, US, 2026-10-21)

"Cant use in Canada – You can download it in canada but you can't use it in canada theres no option for Canada" (1★, v2024.23, CA, 2024-06-04)

Performance

"UX feedback – I'm only rating this poorly because of how bad the UX experience has become. From the random redirects to instacart to the present every option with a constantly shifting slow to respond UI (on an iPhone 18). Please reevaluate your customer user" (1★, v2026.40, US, 2026-10-10)

"Terrible. Slow. – Tell me why I placed my first order on grub hub from a Taco Bell 1.5 miles away from me, and it took 50 minutes to arrive?! Then, rather than sticking by their original "arriving by" time, they adjust it based on how late it is, so they don't" (1★, v2026.42, US, 2026-10-21)

UX / design

"Another strike – Tried to give them another shot, despite their best efforts to make their app obtuse and impossible to navigate for support - ordered McDonalds, and they claimed my food was "in the works" for over an hour. Anyone here wait an hour in the driv" (1★, v2026.41, US, 2026-10-17)

"Bad UX and functionalities – The app asked me to create an account. I wanted to do it with my professional email but when creating the password it didn't make me save so I couldn't move to the next step. Tried several times and in the end had to connect with m" (1★, v2025.7, GB, 2025-02-17)

Crashes / freezes

"Crashes – Crashes all the time and I think it only works in the US, not in Canada" (1★, v2.97, CA, 2014-10-15)

"Nice idea but... – It crashes every time I try to add an address and no businesses near me use the App." (2★, v2.98, CA, 2014-12-21)

Ads

"They never like Canadians but loveeeeeee to shove their products/ads down our throats. – Not even in the most populated city in the country or the capital city, both which are in the province which you say this app works might I say, are there not a single rest" (1★, v2021.25, CA, 2021-07-10)

"Ads... they added ADs – Ads from an app I pay to use? Stupid." (1★, v2026.40, US, 2026-10-12)

The 10 most important fixes

1. Answer support requests [Bugs · 50 reviews · avg severity 2.5/3 · versions 2026.41, 2026.40]

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

"The worst customer service – Their customer service serves absolutely no purpose at all unless you make a fuss, even to get a partial refund for a missing item. The goal is to make any interaction with them as painstaking as possible so tha" (1★, US)

2. Justify or adjust the price [Pricing / subscription · 27 reviews · avg severity 2.2/3 · versions 2026.41, 2026.40]

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

"Waste of money – Grub hub drivers drop off several orders before they get to you. The prices are more expensive than door dash without dash pass. Don't waste your time or money on GrubHub" (1★, US)

3. Improve content quality [Feature requests · 25 reviews · avg severity 2.4/3 · versions 2026.41, 2026.40]

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

"Worst of the three services – Genuinely haven't gotten a correct order in the last dozen orders. I paid for the annual subscription up front so it hurts to just lose \$100 after only one month of the service but it's not worth having my dinn" (1★, US)

4. Make trials and renewals transparent [Pricing / subscription · 11 reviews · avg severity 2.3/3 · versions 2026.41, 2026.40]

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

"dynamic pricing – i have used grubhub for years. i use it frequently, as i am disabled. i still pay EXTRA for grubhub+ and over the years i have watched the benefits i used to get for doing so slip away one after the other as this app and s" (1★, US)

5. Fix login / account access [Bugs · 9 reviews · avg severity 2.5/3 · versions 2026.40, 2022.36]

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

"Waste of Time – I downloaded the app for it only to tell me there are no restaurants in my area both for delivery and collection (fair enough, I like in the sticks). My issue is what came next. When I tried to delete my account (approx 3 m" (1★, GB)

6. Ship the most requested feature [Feature requests · 9 reviews · avg severity 2.0/3 · versions 2026.41, 2026.40]

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

"Forced light mode – They now force light mode which is very difficult to look at for someone with a light vision impairment. Please add dark mode back." (1★, US)

7. Fix in-use crashes and freezes [Crashes / freezes · 4 reviews · avg severity 2.9/3 · versions 2.98, 2.96]

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

"Doesn't work – Won't let you enter any addresses without crashing, also doesn't have any restaurants when you let it know your location. It's premature releasing this app in Canada when it doesn't have any support (not to mention the waste " (1★, CA)

8. Simplify navigation [UX / design · 4 reviews · avg severity 2.2/3 · versions 2026.41, 2026.40]

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

"review – you guys never have the full menu or options to edit the order, and it's hard to place exact locations ..." (2★, 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.