

App Store complaint report

IKEA · Inter IKEA Systems B.V. · current version 5.12.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-02-07 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.94
Reviews with a complaint	156 (52%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.79 from 149,925 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	118	2.4	5.9.0 (9), 5.0.1 (7), 3.72.0 (6)
Feature requests	59	2.1	5.4.2 (5), 5.0.1 (5), 5.1.0 (4)
UX / design	46	2.2	5.8.0 (3), 4.29.0 (3), 4.39.0 (3)
Crashes / freezes	27	2.9	3.72.0 (6), 5.9.0 (3), 5.11.0 (2)
Performance	21	2.5	5.11.0 (3), 5.0.1 (2), 5.4.2 (2)
Pricing / subscription	20	2.1	5.3.0 (3), 5.4.2 (2), 5.0.1 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.12.1	6	3.7	33%
5.12.0	7	1.7	86%
5.11.0	15	2.9	53%
5.10.0	9	3.0	56%
5.9.0	12	2.1	83%
5.8.0	12	3.2	33%
5.4.2	30	3.8	30%
5.4.0	18	3.7	28%

Representative quotes

Bugs

“Log in issues – I can’t log in. It sends a code, I enter the code. Error. Every. Time. Meaning I can’t actually use the app for its functions!” (1★, v4.30.0, GB, 2025-12-02)

“App closes by itself all the time – Can’t go look in my wish list without the app closing , it’s super slow, bugs constantly. The app sucks lately I don’t know what kind of update was done last time but since then it just doesn’t work. Paiement unavailable sin” (1★, v5.4.2, CA, 2026-07-25)

Feature requests

“Not easy to navigate and can no longer view wishlist – The app doesn’t make sense, it’s tricky to navigate and I often find myself going round in circles and getting frustrated. They’ve now also removed the option to view your wish list - what is the point in ” (2★, v4.20.0, GB, 2025-07-17)

"Buggy! – From the emails, the IKEA card cannot be added to the wallet. That feature is also absent from the app, so the app needs to be installed. Issues with quantities with the shopping cart. Went back to using the browser on a laptop." (2★, v4.29.0, CA, 2025-11-21)

UX / design

"Didn't like it – What's the point of making this app if not all the furniture is included to be used in the design. I needed to see how a bed frame would look in my bedroom but it's not in the list of beds however it's in stock in the location I chose. Moreove" (1★, v4.22.0, CA, 2025-08-10)

"Latest version is horrible to navigate – With this version I lost my lists and less than 25% of the products are shown- deleting. It's a waste of my time on here." (5★, v4.26.1, CA, 2025-10-12)

Crashes / freezes

"Very buggy – Can't even open the UI. Click on the icon, yellow load page appears for a second and then it crashes and closes." (2★, v5.9.0, US, 2026-09-09)

"App crashes on launch. – App crashes on launch." (1★, v5.9.0, GB, 2026-09-10)

Performance

"App not loading – I'm not sure what's going on. But the app isn't loading the merchandise, not allowing me to search or view anything." (1★, v4.15.0, CA, 2025-05-05)

"Too slow features barely work – This is slow and crashes. The feature for the room scanning doing work. App is useless for that" (1★, v5.11.0, US, 2026-10-06)

Pricing / subscription

"Pony Express Logistics meets Scandinavian Style – Delivery options from 1 to 2 weeks and it's \$20? It's very hard to imagine in today's world needing 2 weeks and a bunch of money to deliver to your home. It's painful that it takes filling your basket w \$500+ o" (1★, v5.0.1, CA, 2026-05-11)

"Trash – Horrible everything is over priced" (1★, v5.3.0, US, 2026-06-15)

The 10 most important fixes

1. Simplify navigation [UX / design · 23 reviews · avg severity 2.2/3 · versions 5.12.0, 4.26.1]

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

"Stuck with no obvious way to go back! – Just been using the app and 4 people have just spent 5 minutes trying to work out how to navigate back or go home from viewing an item and none of us could find a way over than closing the app and res" (1★, GB)

2. Fix crash on launch [Crashes / freezes · 16 reviews · avg severity 3.0/3 · versions 5.9.0, 3.72.0]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"Can't even start the app – Everytime I try to open the app it says something has gone wrong. It looks like it's trying to pick up my location but can't. I don't get a chance to enter it manually. So that's the end of that. Please fix this " (1★, GB)

3. Soften the redesign backlash [UX / design · 19 reviews · avg severity 2.4/3 · versions 3.72.0, 4.22.0]

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

"No longer works – New upgrade means i can't get on the app anymore, my phones not new enough for the new upgraded version and the old version has just stopped working it says app version no longer available 😞😞" (3★, GB)

4. Fix login / account access [Bugs · 16 reviews · avg severity 2.5/3 · versions 4.20.0, 5.4.2]

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

"Unable to login – I'm unable to log in to the app. When I try to sign in, the app redirects me to the website. After I successfully enter my email address and one-time password, it asks me to create an IKEA Family account, even though I alr" (1★, US)

5. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.7/3 · versions 5.9.0, 5.10.0]

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

"Freezes in checkout – Screen freezes and crashes in the check out when trying to use delivery. Won't bother" (1★, GB)

6. Answer support requests [Bugs · 12 reviews · avg severity 2.1/3 · versions 5.4.0, 5.9.0]

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

publicly.

"...headboard and drawers underneath. In just a little over a year, the dowels slid out of the bedframe and it snapped completely. I contacted Ikea explained the situation, provided them with photos, and I was told that they would send it off " (1★, CA)

7. Ship the most requested feature [Feature requests · 13 reviews · avg severity 1.9/3 · versions 4.22.0, 4.12.0]

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

"Issues with Adding IKEA Family Card to Wallet & Deleting Address – Hi, In the past, I was able to add my IKEA Family card to my wallet, but now i no longer see the option to do so in the app. Additionally, I'm unable to delete my address " (2★, CA)

8. Stop data / progress loss [Bugs · 8 reviews · avg severity 2.4/3 · versions 4.20.0, 5.0.1]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"All purchases history lost – For this reason deleted from my phone." (1★, GB)

9. Fix notifications [Bugs · 9 reviews · avg severity 1.9/3 · versions 4.36.0, 5.8.0]

Check notification delivery and let users control frequency in settings.

"Disrespects your notification settings – I turn off all push notifications related to marketing in-app. What does it do? Sends push notifications for marketing campaigns." (1★, US)

10. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.1/3 · versions 4.29.0, 4.24.1]

Add regression tests for the features users name in these reviews before the next release.

"...without switching to a different region, and the app does not respect the IOS language setting. Second, was advertised the feature to scan the room to see the items in my space, but there is no such feature in the app, seems like they remo" (2★, GB)

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.