

App Store complaint report

Just Eat: Food and Shops · Just-Eat.com · current version 36.38.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2020-09-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.88
Reviews with a complaint	121 (40%)
Storefronts	GB 271, CA 22, AU 7
All-time App Store rating (US)	4.74 from 9,918 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	86	2.2	36.37.1 (23), 36.38.0 (21), 36.37.0 (20)
Bugs	40	2.1	36.37.0 (11), 36.38.0 (9), 36.37.1 (8)
Feature requests	23	2.3	36.38.0 (7), 36.37.1 (7), 36.37.0 (6)
Performance	13	2.2	36.37.1 (5), 36.37.0 (3), 36.38.0 (1)
UX / design	10	2.2	36.38.0 (3), 36.37.1 (3), 36.37.0 (2)
Ads	1	1.7	36.36.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
36.38.0	112	3.2	25%
36.37.1	80	2.9	44%
36.37.0	64	2.8	45%
36.36.0	15	3.3	47%
36.31.0	1	1.0	100%
36.30.1	1	1.0	100%
36.26.0	1	1.0	100%
36.24.1	1	2.0	0%

Representative quotes

Pricing / subscription

“Scammers – Has happened on multiple occasions, where I’ve ordered something and there’s been missing items, wrong items etc. Then I try to get a refund and they pass it on to their ‘team’, and try and drag things out with an email process, which at the end the” (1★, v36.37.0, GB, 2026-10-01)

“Money robbing and refusing to return – Placed a order just eat took the payment twice and refused to return the money to my bank it not a small amount neither and wouldn’t be the first wouldn’t let me put zero stars so u lucky I’m weighting a review your a bun” (1★, v36.37.0, GB, 2026-09-29)

Bugs

“Bad experience ever – My first experience with this app was utterly disastrous! The delivery person marked my order as "delivered" without even asking for the verification code, completely bypassing security protocols. What's more infuriating is their refund p” (1★, v35.49.0, CA, 2025-03-12)

"Terrible Offer Redemption – Multiple times now I've tried to redeem codes and offers they send me and they don't work, they don't make it clear when you can use them or say it's not eligible for your account (I'm logged in and they emailed me the offer). So pa" (1★, v36.37.0, GB, 2026-09-28)

Feature requests

"I'm absolutely shocked! – I ordered food through Just Eat, but it was never delivered, yet the courier marked the order as delivered in the app. I've been trying to contact Just Eat customer support for a week, but it's practically impossible. They have no li" (1★, v36.38.0, GB, 2026-10-14)

"Refund refused – Please don't use just eat. Items missing from our order. I requested a refund and this was refused. The option to talk to someone to dispute an order or even upload picture evidence is not longer there. I lost a lot of money on this order due " (1★, v36.38.0, GB, 2026-10-18)

Performance

"Lag – I hope the ceo of this company gets a pacemaker that lags as much as their app" (1★, v36.37.1, GB, 2026-10-12)

"Cold food 1hr late no refund – After waiting an hour to get cold food and asking for a refund, just eat said no. So I see this as theft. Will not be using this app again." (1★, v36.37.1, GB, 2026-10-11)

UX / design

"Do not use this app – I have used pretty much every food delivery app in multiple countries. This is by far the worst for 2 main reasons. 1. Their interface/app itself is garbage and looks like it's been designed by a child. They give no updates on food delive" (1★, v34.68.0, CA, 2023-02-19)

"Awful app – Really poorly designed app. Placed an order, waited 1 hour, no updates. Contacted customer service and they said the restaurant doesn't deliver in my area. Wasn't given a refund either. UI/UX people working at this app need to take some customer " (1★, v33.50.0, CA, 2022-05-20)

Ads

"Privacy – It doesn't respect my notification settings for no promotions so ended up disabling all of its notifications" (2★, v36.36.0, GB, 2026-09-27)

The 10 most important fixes

1. Answer support requests [Bugs · 82 reviews · avg severity 2.4/3 · versions 36.37.1, 36.37.0]

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

"Very disappointed – I am giving Just Eat one star because, despite making several attempts to resolve this issue, I received no meaningful support whatsoever. I never received my £47 order. I contacted Just Eat FOUR times on different days" (1★, GB)

2. Improve content quality [Feature requests · 23 reviews · avg severity 2.1/3 · versions 36.38.0, 36.37.1]

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

"AI RIDDLED – I'm convinced they don't actually test things before implementing them the new ai photos are highly inaccurate and often grotesque. May your CEO meet a swift retirement." (1★, GB)

3. Justify or adjust the price [Pricing / subscription · 21 reviews · avg severity 2.0/3 · versions 36.37.0, 36.38.0]

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

"Shocking – Shocking how expensive just eat is won't be using again looked online and it's hard the price" (1★, GB)

4. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.3/3 · versions 36.38.0, 36.37.1]

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

"Terrible AI features – The new AI feature that displays an AI generated image next to each menu item is awful and is complete false advertisement. The image is not even accurate half the time as the AI does not know what the dish is suppose" (1★, GB)

5. Fix notifications [Bugs · 8 reviews · avg severity 2.4/3 · versions 33.34.0, 36.36.0]

Check notification delivery and let users control frequency in settings.

"No Drivers - no notification – After waiting for over 2 hours having called 2x, advised no drivers able to deliver. Then advised food not prepared until a driver arrives. Meanwhile the app says 'Driver at restaurant' WHAT A JOKE" (1★, AU)

6. Ship the most requested feature [Feature requests · 6 reviews · avg severity 2.4/3 · versions 36.38.0, 36.37.1]

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

“App is going to the dogs – Getting really sick of justeat tbf ! Drivers are useless and decided to collect your hot order and pitstop at several other places along the way so when you get the food it’s cold and another thing that’s serious!” (1★, GB)

7. Make trials and renewals transparent [Pricing / subscription · 3 reviews · avg severity 2.1/3 · versions 33.18.0, 36.36.0]

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

“Terrible customer support policies – I have used Menulog for years and have had almost no issues. Today I had a horrible experience and while customer support were courteous their solutions were absolutely terrible. I have been waiting for ” (1★, AU)

8. Simplify navigation [UX / design · 2 reviews · avg severity 2.4/3 · versions 36.37.1, 34.68.0]

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

“Voucher Lottery – I tried to redeem my 50% voucher, and ordered from one of my favourite shops. Got to the end and tried to apply my voucher but could not. I was not able to find a list of participating retailers and could not find any h” (3★, 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.