

App Store complaint report

Poshmark: Shop & Sell Fashion · Poshmark, Inc. · current version 10.32.02

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2026-03-28 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	3.09
Reviews with a complaint	130 (43%)
Storefronts	CA 150, US 150
All-time App Store rating (US)	4.80 from 1,096,041 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	63	2.2	10.30 (17), 10.30.02 (17), 10.32 (7)
Bugs	54	2.3	10.30.02 (16), 10.30 (10), 10.04.02 (4)
Feature requests	48	2.1	10.30.02 (11), 10.30 (7), 10.32 (3)
UX / design	43	2.2	10.30 (6), 10.30.02 (5), 10.04.02 (5)
Performance	5	2.0	10.32 (2), 10.22.02 (1), 10.18.02 (1)
Crashes / freezes	3	2.4	10.32 (1), 10.22.02 (1), 10.18.02 (1)
Ads	2	1.8	10.04.02 (1), 10.02 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.32.02	8	4.4	12%
10.32	31	3.6	35%
10.30.02	66	3.3	42%
10.30	57	2.9	46%
10.28.04	5	3.4	20%
10.28.02	5	2.2	60%
10.28	2	3.0	0%
10.26.04	1	1.0	0%

Representative quotes

Pricing / subscription

“Feed should have size filter – Ok overall. I really don’t understand the point of having a feed if it’s full of things in the complete wrong sizes. Also prices are good but shipping is expensive, like 20\$/item” (2★, v10.06, CA, 2026-04-29)

“Unfortunate AI – I’ve been selling & shopping on poshmark for about 6 years, they have great customer service support, but otherwise everything else is going down hill as they are adding in AI and have really expensive options for closet promotions which has l” (3★, v10.32, US, 2026-10-21)

Bugs

"...listings. I also attempted to purchase a bag using my first-order free shipping offer, but the transaction was canceled. I suspect these issues may be connected, although Poshmark has provided no explanation. As a result, I have wasted time listing 12 items," (1★, v10.30, US, 2026-10-08)

"...I'm not sure how this is allowed on an app where transparency is key—you're selling second-hand clothes! I am already experiencing problems with this in my transactions (I just received a pair of pants whose fabric looks different in real life from how it loo" (2★, v10.10.02, CA, 2026-05-21)

Feature requests

"Frustrating platform – The payment/sending/receiving of items is fine. But the searching, filtering features and the "for me" Home Screen are very frustrating. I'm constantly updating the filter to only show my sizes, and instead I'm seeing things entirely out" (2★, v10.30.02, US, 2026-10-17)

"New feature – Ever since they have introduced the new promoted closet feature, not only have sales gone way down but even any sort of engagement of my closet. Extremely frustrating. I have also experienced not receiving my prepaid shipping labels twice from or" (1★, v10.04.02, CA, 2026-04-17)

UX / design

"...searches that are now all gone as that limit was reduced. Not very user friendly and it seems the update is just aiming for a sleek design versus a user friendly and easy to find layout. Also add note saved searches." (2★, v10.02.02, CA, 2026-04-05)

"App update is terrible – Why did they completely change the app layout? This update is terrible, completely ruins the experience. It used to be so easy to use and now it is garbage. I have spent thousands on this app but I am now moving on. Goodbye Poshmark, w" (1★, v10.04, CA, 2026-04-09)

Performance

"Disappointing – Super slow customer service. I'm still waiting for a refund for a defective item I purchased. The seller even admitted that she hadn't tested the item and hadn't used it for two months before selling it to me. It arrived defective, yet Poshmark" (1★, v10.14.02, CA, 2026-06-18)

"Enjoy – I really enjoy Poshmark, but sales are very slow. I paid for the "boost feature and did not sell any more then when I didn't boost. The app is easy to navigate but hard to follow people. I have made a few sales on this app." (3★, v10.32, US, 2026-10-21)

Crashes / freezes

"Latest update keeps crashing – Latest update (July 2026) keeps crashing on iPad. iPad is fully updated to latest iOS. Please fix!" (3★, v10.18.02, CA, 2026-07-19)

"...generous credit when a designer purse I ordered arrived with undisclosed scuff marks. The new app feels weird to me and *** it keeps crashing!!! Especially when I press the back button *** devs pls resolve this!" (3★, v10.22.02, CA, 2026-08-23)

Ads

"Newest Update landing page is annoying – The landing page opening with a half page ad placement vs things that fit your actual shopping choice? Frustrating. I don't care about "travel sets" nor do I want to shop now for any of the carousel items you've curate" (3★, v10.02, CA, 2026-04-01)

"bad update – Why is there WEDDING everywhere?? No one should be forced to look at this stuff. This app was hella ugly before but at least it worked." (1★, v10.04.02, CA, 2026-04-14)

The 10 most important fixes

1. Answer support requests [Bugs · 53 reviews · avg severity 2.4/3 · versions 10.30.02, 10.30]

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

"...scammed into purchasing an item I never intended to buy. The purchase happened immediately, and I reached out to both Poshmark customer service and the seller right away, hoping someone would help resolve the situation. Unfortunately, I r" (1★, CA)

2. Soften the redesign backlash [UX / design · 47 reviews · avg severity 2.1/3 · versions 10.02, 10.02.02]

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

"New update – Now even Poshmark's interface looks like every other brand. Thank you for removing the charm of the app" (1★, CA)

3. Justify or adjust the price [Pricing / subscription · 30 reviews · avg severity 2.0/3 · versions 10.30.02, 10.30]

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

"Great Platform, but Fees Are Too High – Poshmark is a great platform for selling, but the fees and shipping costs are way too high. It's frustrating that when you sell an item for \$2, \$3, or \$4, you end up making almost nothing, while the p" (3★, US)

4. Simplify navigation [UX / design · 23 reviews · avg severity 2.2/3 · versions 10.02, 10.30]

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

"Latest update – The latest update is terrible. So hard to browse my favourite brands. I keep opening and then immediately closing the app. Please sort this out." (2★, CA)

5. Improve content quality [Feature requests · 21 reviews · avg severity 2.3/3 · versions 10.30, 10.30.02]

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

"...sell is awful and I stopped using it because it is useless, and the AI descriptions that it gives my items is completely wrong and useless too." (2★, CA)

6. Fix login / account access [Bugs · 14 reviews · avg severity 2.6/3 · versions 10.30.02, 10.30]

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

"Forced to use competitor – Was forced to use a competitor because the app won't let me in. I've sold things using the exact same login but says I've reached the maximum number of accounts with my phone number... I've only ever had one single " (1★, US)

7. Ship the most requested feature [Feature requests · 17 reviews · avg severity 1.9/3 · versions 10.30, 10.30.02]

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

"Contact sellers directly – Would love to reach sellers directly w questions. And I wish there was a filter option for type of fabric." (3★, US)

8. Fix notifications [Bugs · 12 reviews · avg severity 2.3/3 · versions 10.30, 10.30.02]

Check notification delivery and let users control frequency in settings.

"STOP WITH THE NOTIFICATIONS! – Seriously. If I have notifications for parties turned off, then STOP NOTIFYING ME OF PARTIES! This can't be that difficult! No push notifications. No badges. Nothing. I do not care, and you're making me miss t" (1★, US)

9. Fix features broken by the latest update [Bugs · 12 reviews · avg severity 2.2/3 · versions 10.08, 10.30]

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

"The latest update makes the app unusable – I give up. I can't find anything. Filters no longer work properly. Cannot search by size or category. It's unusable." (1★, CA)

10. Stop data / progress loss [Bugs · 8 reviews · avg severity 2.4/3 · versions 10.32, 10.02]

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

"...words. Now it removes from the bottom without knowing . Where most of us put our inventory number. So guess what ?? We lost it (conveniently when cancels hurt us) 2. 95%of the time when I update or make a comment it doesn't go through " (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.