

App Store complaint report

Snapseed: Photo Editor, Camera · Google · current version 4.1.7

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2025-07-29 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.27
Reviews with a complaint	73 (24%)
Storefronts	CA 100, US 100, GB 100
All-time App Store rating (US)	4.86 from 29,287 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	44	2.1	4.0.1 (7), 4.1.3 (4), 4.1.1 (4)
UX / design	39	2.1	4.0.1 (6), 3.1.0 (5), 4.0.2 (3)
Feature requests	27	1.9	3.1.0 (3), 4.1.1 (3), 4.0.6 (2)
Performance	13	2.2	4.1.3 (3), 4.0.2 (2), 4.0.1 (1)
Crashes / freezes	11	2.3	4.1.3 (3), 4.0.1 (2), 4.1.5 (1)
Pricing / subscription	1	1.4	4.1.3 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.1.7	6	4.3	17%
4.1.6	11	4.5	18%
4.1.5	18	4.2	22%
4.1.4	8	4.5	12%
4.1.3	40	4.5	15%
4.1.2	10	4.2	30%
4.1.1	35	4.3	23%
4.1.0	11	4.5	27%

Representative quotes

Bugs

“Raw files are broken after 4.0.6 – Since updating to version 4.0.6, RAW files are being processed completely differently when opened in Snapseed. The image looks normal in the gallery preview, but as soon as I open the RAW file, Snapseed makes it extremely bri” (1★, v4.0.6, GB, 2026-08-20)

“What have you done NOW? – So, you update the app and it takes me forever to get used to using the new format (which was a distinct disappointment compared to the old beloved Snapseed) Then just as I become familiar with the new way of doing things you change i” (3★, v4.0.1, GB, 2026-05-12)

UX / design

“5 stars so you see the review. – This app’s layout is AWFUL, it’s stressful, chaotic and messy. It used to be the perfect app but now it’s just a big mess and everything is everywhere. Honestly don’t know why they keep changing the layout, it only gets worse e” (5★, v4.0.1, GB, 2026-05-26)

“Horrible UI + Suggestions – Good that it’s getting updated, but make a better design. Suggestion: - The tools category look so bad. You don’t need that big icons, categorize with title, just use different blocks if needed. - Tool icons look ugly big, please ” (1★, v3.0.8, CA, 2025-07-29)

Feature requests

“The app WAS great – Since the latest update the app has three major flaws that I’ve found so far. First, the app now places the original image in the Snapseed photo folder, where before it didn’t. Second, when you go to crop, and want to rotate from portrait t” (2★, v3.1.0, CA, 2025-08-18)

“Editing – There are some things that could be added to use it better like better ways to make your self look better as well to make you look like your in a sunset vibe and want to enhance the color of that or blur just your self and nothing else and make it mo” (3★, v4.1.2, US, 2026-09-15)

Performance

“A laggy mess – Not only is the app continuing to get worse, the reviews left by others are all showing as 5 stars but they are negative. What is going on in the world?!! This app is now a laggy mess of ugly icons and fonts, after editing an image it doesn’t d” (1★, v4.0.2, GB, 2026-05-31)

“new update – the new update is just terrible!! it used to be so intuitive and easy to use and now everything functions in a way that just feels wrong, as well as all the lag now! i need to press a button 4 times before it works, it’s just so clunky and difficu” (1★, v3.2.0, CA, 2025-09-12)

Crashes / freezes

“Too Many Bugs – Too many bugs always start crashing after getting evry update” (1★, v4.0.1, CA, 2026-05-19)

“Ricoh monochrome – Good package but won’t load Ricoh monochrome DNGs, just crashes.” (2★, v4.1.1, GB, 2026-09-01)

Pricing / subscription

“Seems great but missing some features – Hey snapseed I really enjoy your app but some improvements can be made which make the experience great like reshape and clone most of the app makes it paid but if this app have it more people gonna use this app” (3★, v4.1.3, CA, 2026-09-27)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 49 reviews · avg severity 2.1/3 · versions 4.0.1, 4.1.1]

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

“I regret updating – Snapseed used to feel airy, visually elegant & intuitive to use. Whilst I appreciate the new features- especially the colour editing tool as that was one I would jump across apps for. It feels incredibly disorienting” (2★, GB)

2. Simplify navigation [UX / design · 25 reviews · avg severity 2.1/3 · versions 4.0.1, 4.1.5]

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

“No menus, not intuitive – No way to clear out photos after editing and saving. It is free but unusable.” (2★, US)

3. Ship the most requested feature [Feature requests · 20 reviews · avg severity 1.8/3 · versions 4.1.1, 3.1.0]

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

“Landscape – I do like the new interface. Please bring back landscape mode for editing/viewing as I like to mirror my iPhone to the TV to work on my images in a large format. This would make it excellent ☺☺” (3★, GB)

4. Fix features broken by the latest update [Bugs · 17 reviews · avg severity 2.0/3 · versions 4.0.1, 3.1.0]

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

“Update sucks – This app was a stellar free photo editor. The updates they did that make all the adjustments the opposite way is annoying and whenever I try and use the portrait feature it just cashes the app, among other glitches” (1★, CA)

5. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.2/3 · versions 4.1.3, 4.1.5]

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

“The app glitches – Since the new update when I add a RAW files the app crashes and my phone freezes and then it restarts app. To make it work I have to reduce the size of the photo although I never needed to do that before.” (3★, GB)

6. Stop data / progress loss [Bugs · 7 reviews · avg severity 2.2/3 · versions 4.1.3, 4.1.6]

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

"Update messed up everything – An update happened and now I have lost all my previous edits . I usually use an image to create cards and posters. Now when I open the image to add different words all my edits are gone and I'm back to original" (1★, US)

7. Speed up loading [Performance · 6 reviews · avg severity 2.3/3 · versions 4.0.2, 4.1.1]

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

"4.1.1 is a major step backwards – What was once a snappy simple editor has become slow, unstable, and no longer useful for doing quick edits." (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.