

App Store complaint report

Temu: Shop Like a Billionaire · Temu · current version 4.92.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-06 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.43
Reviews with a complaint	91 (30%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.66 from 2,240,653 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	54	2.1	4.90.0 (17), 4.89.0 (13), 4.91.0 (10)
UX / design	27	2.0	4.90.0 (10), 4.89.0 (8), 4.91.0 (4)
Ads	20	2.1	4.90.0 (8), 4.89.0 (7), 4.91.0 (3)
Bugs	16	2.4	4.90.0 (5), 4.89.0 (4), 4.91.0 (4)
Feature requests	11	2.2	4.90.0 (4), 4.89.0 (3), 4.91.0 (2)
Performance	6	2.4	4.90.0 (5), 4.89.0 (1)
Crashes / freezes	1	1.6	4.89.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.91.2	7	3.3	29%
4.91.1	6	3.3	17%
4.91.0	41	3.3	39%
4.90.0	84	3.0	40%
4.89.0	81	3.5	26%
4.88.0	52	3.8	17%
4.87.0	29	3.8	28%

Representative quotes

Pricing / subscription

“Deceptive, manipulative scam. – I’ve been a long time user on Temu, the quality of things is often poor but you get good deals on unique items. Everyday essentials and trinkets, toys and minor electronics etc. 5/10 you get a decent product but that part you kn” (1★, v4.90.0, US, 2026-10-20)

“What a scam! – I don’t usually write reviews as frankly I can’t be bothered but this has really annoyed me! I saw a deal for 7 free items and thought that was amazing so decided to start choosing my 7 free items turns out I had to pay for one and then spend ” (1★, v4.90.0, GB, 2026-10-18)

UX / design

“Constant Gamification to run confusion – The constant gamification is both irritating and misleading. Promising offers and money off that never transpire. Products that don’t come close to pictures or descriptions., yet still has a ton of probably fake revie” (1★, v4.91.0, GB, 2026-10-21)

"Ridiculous Spinner – The spinner is very interruptive to my browsing experience. It's ridiculous how many of these you must navigate just to search a few items. Makes the app very gimmicky. #IDontWant2Spin" (1★, v4.88.0, CA, 2026-10-12)

Ads

"ANNOYING – Every time I open this app it takes forever to get through the endless popups. They don't even all let you exit out of them until you select "free" gifts or play quick games. It's annoying because I see ads for items I want to get and I lose interest" (1★, v4.90.0, US, 2026-10-21)

"Wayyyy too long ads animation in app – I used to love it, now it's just an annoying app and I don't use anymore. Every time you open it takes 2-3 minutes to even go in cause the ridiculous ad animations are wayyyy too looong! With every app going for short con" (3★, v4.90.0, US, 2026-10-20)

Bugs

"Delivery issues – They'll not deliver and they'll mark as delivered" (1★, v4.90.0, US, 2026-10-21)

"Don't trust it – Just last night I received a message from Temu saying "Your order has been cancelled, is this you?" I obviously said no, but it said sorry try again, but here's the thing I cannot, I mean I could not say NO there was a exit the page, tried ref" (3★, v4.89.0, GB, 2026-10-14)

Feature requests

"Too many pop ups – They have a lot of stuff for cheap. But the worst part is getting thru all the stupid pop ups. I can't tell you how many times I've gone on Temu to buy something and immediately closed out the app and gone elsewhere. The bombardment of anima" (4★, v4.90.0, US, 2026-10-20)

"Taking your money – So I decided to do the farmland game and I've been doing it for 3 days now and when you get to 98 percent done it goes to 99 then 99.50 then 99.75 then 99.8 then 99.9 and I'm at 99.9 right now and I'm not even at 50% done with the singular " (1★, v4.90.0, US, 2026-10-20)

Performance

"Pretty Worthless – Every time I open the app I get a pop up spinning wheel. Getting to the products is a challenge that is not worth it and thus I have yet to make a purchase with the app and will be removing it from my phone." (2★, v4.90.0, US, 2026-10-20)

"Temu – I paid for 9 items and waited 4 weeks didn't come took its sweet time n neva came won't be using this again" (1★, v4.89.0, GB, 2026-10-15)

Crashes / freezes

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 18 reviews · avg severity 2.0/3 · versions 4.89.0, 4.90.0]

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

"U get what u pay for Not really – Read the fine print , even with discount not worth wasting money on stuff you can get at the dollar store for half the price" (1★, CA)

2. Reduce ad frequency and length [Ads · 17 reviews · avg severity 2.1/3 · versions 4.90.0, 4.89.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

"Ads - unusable – The ads used to get be super annoying but can be bypassed. Login to try and buy something recently the ads had rendered it completely useless. Blocks browsing let alone purchase." (1★, CA)

3. Simplify navigation [UX / design · 16 reviews · avg severity 2.2/3 · versions 4.90.0, 4.89.0]

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

"app – I don't like all the stupid game and promotion things that keep jumping up and around, so annoying. Sometimes the only way to get out of them is to swipe it away and start over shopping again. Sometimes prices aren't the same at check" (2★, CA)

4. Make trials and renewals transparent [Pricing / subscription · 8 reviews · avg severity 2.4/3 · versions 4.90.0, 4.91.0]

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

"A Scam! – A SCAM! Beware of Temu's Hidden Rules and Unfair Practices! I used to be a regular Temu customer, but this experience has completely changed my opinion of the company. I had earned enough reward points (stars) to qualify for 3 f" (1★, GB)

5. Answer support requests [Bugs · 8 reviews · avg severity 2.4/3 · versions 4.89.0, 4.90.0]

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

"☆☆☆☆ - ☆☆☆ Very disappointing customer service. I returned two orders because the product quality was poor. Temu accepted the returns and issued refunds, yet my account was restricted from placing new orders. I currently have approximat" (1★, CA)

6. Fix notifications [Bugs · 10 reviews · avg severity 1.8/3 · versions 4.90.0, 4.89.0]

Check notification delivery and let users control frequency in settings.

"Way too many notifications - Just awful. Sends a text message maybe 15 times a day. Sends even more notifications of "wins" on top of emails etc. using the app is a nightmare because of all the "surprises" and "gifts". Pricing system is des" (1★, CA)

7. Rethink usage limits [Pricing / subscription · 4 reviews · avg severity 2.2/3 · versions 4.89.0, 4.87.0]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

"Verbose and sneaky - Temu clown show never gives you the price you see on its sales page. Always higher on checkout. Sizes of shoes and clothes varies a lot. Be prepared to give them to a larger or smaller friend. It such a hassle trying to" (1★, CA)

8. Ease payroll pressure [Pricing / subscription · 3 reviews · avg severity 2.3/3 · versions 4.91.0, 4.87.0]

Keep core features usable for free users or explain clearly what is paid; show the payroll less often.

"Temu - Nice app ,really convenient not really happy with the offers ,they tell you to pick a gift or more totally free and when you do go to check out you will have to do a minimum payment to get the gifts after the minimum payment you don'" (2★, CA)

9. Ship the most requested feature [Feature requests · 3 reviews · avg severity 1.6/3 · versions 4.89.0, 4.88.0]

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

"Promotion - Hey temu, I have no concerns about the product or anything so far. I really appreciate your promotions and honesty most of those like spin the wheel etc etc are ending up in disappointments. Additionally, please give us a option" (2★, CA)

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.