

App Store complaint report

Uber Eats: Food & Groceries · Uber Technologies, Inc. · current version 6.345.10000

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

Metric	Value
Reviews analysed	300 (296 classified by AI)
Average stars (these reviews)	2.21
Reviews with a complaint	167 (56%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.78 from 10,860,547 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	124	2.2	6.345.10000 (56), 6.344.10000 (52), 6.343.10000 (13)
Bugs	46	2.3	6.344.10000 (22), 6.345.10000 (14), 6.343.10000 (5)
Performance	28	2.3	6.344.10000 (16), 6.345.10000 (11), 6.343.10000 (1)
Feature requests	23	2.0	6.345.10000 (11), 6.344.10000 (8), 6.343.10000 (4)
UX / design	15	2.2	6.345.10000 (8), 6.344.10000 (4), 6.343.10000 (2)
Crashes / freezes	3	2.5	6.345.10000 (1), 6.283.10001 (1), 6.344.10000 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.345.10000	142	2.4	51%
6.344.10000	117	2.0	60%
6.343.10000	32	2.1	56%
6.340.10000	2	2.0	50%
6.283.10001	6	2.3	67%
6.282.10002	1	1.0	100%

Representative quotes

Pricing / subscription

“Scammers – The prices change significantly when check out. My \$50 order was changed to \$80 without warning. And all they could tell me was it was an “adjustment” but not what the adjustments was for. Cust svs was useless. Cancelled my uber one subscription! ” (1★, v6.344.10000, CA, 2026-10-17)

“Drivers are mediocre and the company’s policies are asinine. – I’d recommend shooting yourself in the foot and walking 5 miles to get food before I’d recommend using this app. You’d get there faster, the food would be warm, it’d be cheaper (even with the medic” (1★, v6.345.10000, US, 2026-10-20)

Bugs

“Terrible company, terrible app – The app doesn’t work. Orders are routinely screwed up and when you try to chat with people on the app they don’t actually address the issue and then just disconnect you. Complete garbage.” (1★, v6.345.10000, US, 2026-10-21)

“Bad – Bad company send to my promo not work and when try solve my problem not there any respect” (1★, v6.344.10000, CA, 2026-10-14)

Performance

“Priority Delivery is a Scam – They still take just as long so you pay the \$6 for nothing. They said with priority it would be there at 8:57-9:02 then it didn’t come until 9:25 anyways which was the standard delivery time option before. Everything was still col” (1★, v6.345.10000, CA, 2026-10-21)

“Masala Zone Central London – Terrible. I’ll stick to Deliveroo. Sooooo slow” (1★, v6.344.10000, GB, 2026-10-13)

Feature requests

“Slowly going downhill – This app is slowly going downhill. Mostly around their planning algorithms. You pay extra money for something like Uber Juan and then you go to order food. It tells you that it could arrive as early as 25 minutes. Now we all know that’s” (2★, v6.345.10000, US, 2026-10-21)

“Redeeming Gift Card is a pain – So many steps in redeeming a gift card. You have to add it in uber money and accept some terms and conditions then come back to your cart and then again enter the password to authenticate again. All while you are hungry and tryi” (1★, v6.345.10000, GB, 2026-10-21)

UX / design

“Mr J – The process is confusing and not directly correct to expectation.” (1★, v6.344.10000, GB, 2026-10-16)

“Fix the address for couriers – The delivery address representation is built to confuse couriers - putting apartment first, instead of the building number (as it should be by standard instead). Fix it ASAP, because it keeps confusing couriers and going to the w” (3★, v6.345.10000, US, 2026-10-20)

Crashes / freezes

“this app aged out my phone for no reason and they support israel – this app no longer works on my phone (good riddance) because some update that my phone cannot handle came out on this garbage app. as a side note, this app continues to operate in israel, del” (1★, v6.283.10001, CA, 2026-10-18)

“Avoid – It says you can use a gift card. When you try to redeem it you have to sign up to uber money. When you try to do that it says it has to verify you which may take a few moments. It hangs there for ages and nothing happens. No response from customer serv” (1★, v6.344.10000, GB, 2026-10-18)

The 10 most important fixes

1. Answer support requests [Bugs · 92 reviews · avg severity 2.3/3 · versions 6.345.10000, 6.344.10000]

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

“AI Customer Service and Poor Issue Resolution – Our order was delivered to the wrong address, and customer support was abysmal. First, the driver sent a pic of the wrong door to confirm delivery and wouldn’t respond when we called. Our ho” (1★, US)

2. Justify or adjust the price [Pricing / subscription · 45 reviews · avg severity 2.2/3 · versions 6.345.10000, 6.344.10000]

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

“Orders – I hate that I call the restaurant about my food. And they’ll tell me my order was picked up 20 mins ago. But ubereats tells me the delivery is 30 mins away. While the restaurant was only 8 minutes out. Why am I paying premium price” (1★, CA)

3. Make trials and renewals transparent [Pricing / subscription · 34 reviews · avg severity 2.2/3 · versions 6.344.10000, 6.345.10000]

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

“So Frustrating – I love the convenience but this app is so unbelievably frustrating. Ordered an uber,

the driver couldn't get to us and so I cancelled but was charged a fee. Then that same night I ordered food and the restaurant didn't have" (2★, CA)

4. Improve content quality [Feature requests · 9 reviews · avg severity 2.1/3 · versions 6.345.10000, 6.344.10000]

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

"Garbage service – Thrash app. No accuracy. Just terrible" (1★, CA)

5. Fix login / account access [Bugs · 8 reviews · avg severity 2.2/3 · versions 6.344.10000, 6.345.10000]

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

"Uber doesn't like its customers using gift card – This app makes your life so difficult when you try to add a gift card. Imagine you are hungry; you added your fav food in your basket and then you want to add the giftcard - sounds like an e" (1★, GB)

6. Soften the redesign backlash [UX / design · 7 reviews · avg severity 2.4/3 · versions 6.345.10000, 6.283.10001]

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

"Since the new design... – Since the redesign to make the app more compartmentalized by useless categories, when there are promotions and you hit the "shop" button, it no longer takes you to a list of the stores that promo applies to, it makes" (1★, US)

7. Simplify navigation [UX / design · 7 reviews · avg severity 2.0/3 · versions 6.345.10000, 6.344.10000]

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

"Meh – App is hard to use compared to alternatives. Deals don't work properly even when requirements are met. I will be going back to DoorDash" (2★, CA)

8. Speed up loading [Performance · 3 reviews · avg severity 2.4/3 · versions 6.344.10000, 6.345.10000]

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

"slow – too slow to use, takes minutes to show content and scroll menus, no feedback option, zero stars" (1★, US)

9. Fix features broken by the latest update [Bugs · 2 reviews · avg severity 1.7/3 · versions 6.345.10000]

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

"Live Activities Not Working – The live activities feature is not working once an order is placed. The current iOS 27.1 on model iPhone 15 Pro Max. All settings are enabled as instructed i.e. live activities, background refresh app, and alwa" (3★, 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.