

App Store complaint report

Vinted: Pre-loved marketplace · Vinted Limited · current version 26.41.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-19 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.61
Reviews with a complaint	25 (8%)
Storefronts	GB 150, US 100, AU 50
All-time App Store rating (US)	4.89 from 550,085 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	14	2.2	26.41.1 (13), 26.40.0 (1)
Bugs	12	2.5	26.41.1 (12)
Feature requests	8	2.0	26.41.1 (8)
Performance	6	2.3	26.41.1 (6)
Crashes / freezes	3	2.8	26.41.1 (3)
UX / design	3	2.3	26.41.1 (3)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.41.1	277	4.6	9%
26.40.0	23	4.7	4%

Representative quotes

Pricing / subscription

“Last 4/5 orders not sent or refunded – Vinted support is absolutely terrible, last 4/5 orders have been refunded or not sent. Takes nearly a month to get your money back. Depop is far easier to work with. Will be telling all my mates not to use this trash.” (1★, v26.40.0, AU, 2026-10-20)

“Scam – My account got permanently banned for what they said fraudulent activity. They couldn’t tell me what since there was none. I had bought an item then the purchase was canceled by the buyer. I’ve seen other users they claim their AI reads this as a sca” (1★, v26.41.1, US, 2026-10-22)

Bugs

“Glitchy – It won’t let me switch to English. All of it is in French and I don’t know French. So when I try to look up how to change it, I have no way of knowing what to do because it’s all in French. Even the website switches to French.” (1★, v26.41.1, US, 2026-10-22)

“Unable to log in – I have been using the app more frequently lately and when I collected an item, wanted to mark it as delivered ok. But the app had logged me out and I am not able to get back in. I log in, then the loading screen just spins. When I click on h” (2★, v26.41.1, GB, 2026-10-22)

Feature requests

“Cannot filter out US items - crazy fees and shipping prices – Vinted is becoming worse every day. Now it decided to show items from o the countries with zero way to identify them or filter them out. And given the already stupid setting that doesn’t show shippi” (1★, v26.41.1, GB, 2026-10-21)

“poor seller protection and unclear policies – Vinted is a useful platform for buying and selling, but its policies leave sellers vulnerable to losing both their money and their items when a dispute arises. I experienced a situation where an item was damaged d” (2★, v26.41.1, GB, 2026-10-21)

Performance

“Please fix i loved it – Vinted was absolutely perfect(save from the lack of customer service when things actually go wrong) however nowadays you simply can’t log on, it just hangs on a circle, it even logged me out and on logging in it went back on the circle” (4★, v26.41.1, GB, 2026-10-21)

“Search function lets vinted down – Used this to buy and sell no gripes - except that you cannot do a simple search. All sorts of non-related items pollute the results every time. EBay much better for this. Sellers also get too long to dispatch- but can live wi” (4★, v26.41.1, GB, 2026-10-22)

Crashes / freezes

UX / design

The 10 most important fixes

1. Answer support requests [Bugs · 14 reviews · avg severity 2.5/3 · versions 26.41.1, 26.40.0]

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

“terrible – this app has become the worst place to sell things on now. ive been banned twice once for selling unopened contact lense solution and the other time for selling a posture support. this app is now run by ai assistants and is impos” (1★, GB)

2. Fix login / account access [Bugs · 9 reviews · avg severity 2.7/3 · versions 26.41.1, 26.40.0]

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

“Gab – I loved vinted and being able to sell things or buy things but recently when i was going to sell shoes my account got banned and they said my shoes were fake i bought them shoes from the store, and may i also add i got logged out my o” (2★, GB)

3. Soften the redesign backlash [UX / design · 3 reviews · avg severity 2.3/3 · versions 26.41.1]

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

“New changes poorly implemented – Been using the app for years, previously no issues really. I use it from a sustainable fashion angle. After the platform has gone global, suggested items are coming from USA or even Australia, completely ne” (3★, GB)

4. Ship the most requested feature [Feature requests · 3 reviews · avg severity 1.9/3 · versions 26.41.1]

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

“Used to be great – Dear Vinted, For starters I used to love using the app. However since US and Australia is on the same server as everyone else I dread opening the app. Please implement a filter where you can choose UK only sellers. I hat” (3★, GB)

5. Speed up loading [Performance · 2 reviews · avg severity 2.9/3 · versions 26.41.1]

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

“Unusable on my Iphone 14 and iPads – Started off well, but now useless on my devices (iPads and iphone) due to buffering and not loading despite following all the advice from the bots in the FAQ. There is a whole section on it not loading ” (2★, 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.