

App Store complaint report

Walmart: Shopping & Savings · Walmart · current version 26.41

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.52
Reviews with a complaint	103 (34%)
Storefronts	US 300
All-time App Store rating (US)	4.82 from 18,786,612 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	63	2.2	26.40.1 (63)
Performance	45	2.2	26.40.1 (45)
Pricing / subscription	31	2.0	26.40.1 (31)
Crashes / freezes	25	2.4	26.40.1 (25)
Feature requests	23	2.0	26.40.1 (23)
UX / design	17	2.0	26.40.1 (17)
Ads	2	1.9	26.40.1 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.40.1	298	3.5	35%
26.40	2	5.0	0%

Representative quotes

Bugs

“Bugs – The app is constantly saying it is having technical issues. Checking out is a nightmare most days! It says that it can’t accept my payment method but after 4/9 times it finally takes it.” (1★, v26.40.1, US, 2026-10-22)

“So Glitchy – This app would be perfect if it didn’t freeze a million times while trying to order. It does it to me every time. Pretty please fix this issue. it’s super frustrating.” (2★, v26.40.1, US, 2026-10-21)

Performance

“What is going on – The app is so slow again, like lagging. And now I’ve placed a pickup order for over \$700 and I cannot even edit my items or the substitutions. There is no option anywhere to do it. Why?” (1★, v26.40.1, US, 2026-10-20)

“Website issues – Your website is slow it lags by the time I got to place my order in 40 minutes, went by and placed an order for like 6 things” (2★, v26.40.1, US, 2026-10-21)

Pricing / subscription

“Walmart + – TOTAL WAIST OF MONEY there getting money by saying you have to pay shipping if you don’t make a purchase of \$35 or more then they ask you if you want to pay for expenses delivery (witch I usally do when buying food) and it never seems to come in o” (1★, v26.40.1, US, 2026-10-22)

“Unfair Practices! – I’ve been ordering Walmart delivery for 6 months. It’s seldom perfect but remains doable on a fixed income. Today was a different. I was missing three items and received three items I didn’t order. Their only help was to refund my money” (1★, v26.40.1, US, 2026-10-21)

Crashes / freezes

“Functional, But Slow – The app gets the job done. They make improvements, but the app still runs extremely slowly on my iPhone 14 Pro Max, which is surprising since it’s such a simple concept. It occasionally freezes, and has even been known to crash. I don’t ” (3★, v26.40.1, US, 2026-10-20)

“Worst app ever – Slow as your one legged great granny wading through freezing molasses. Has to be on WiFi and barely works unless it’s on Walmart WiFi. Filters are hot garbage. Dies constantly. All around terrible” (1★, v26.40.1, US, 2026-10-20)

Feature requests

“App just crashed. – Can we please just have the no substitutions option on the page where everything else is. This app CONSISTENTLY crashes. I had to go through and click no substitutions on EVERY item just to get it to work. Imagine being a BILLION dollar com” (1★, v26.40.1, US, 2026-10-22)

“App has some issues that cause trouble at delivery – App have some issues. When I was adding my address and delivery instructions the app fixed or suggested my address by itself and it didn’t place my address complete which created trouble for third party del” (3★, v26.40.1, US, 2026-10-20)

UX / design

“You cannot add anything your cart! – Walmart seems to be trying to force everyone into using the buy it now function!! where is the add to cart button?! Isuggest people use amazon or other retailers that havent lost their mind. Feels like walmart is a scam” (1★, v26.40.1, US, 2026-10-21)

“Do better – It kept going back to address and then back to changing the store and would not let me check out my shipping items and my pick up items at the same time” (1★, v26.40.1, US, 2026-10-20)

Ads

“Worst app – So, you know what you want. You search that exact item and everything BUT that item comes up, or you’re seeing advertising for something to feed an army. This app makes the search string on Amazon look amazing!! I don’t know of anyone other than” (1★, v26.40.1, US, 2026-10-22)

“Sparky the ADvertiser – I do not want Sparky to pull in ‘suggestions’ for EVERY ITEM I put in my cart. Turn Sparky off” (1★, v26.40.1, US, 2026-10-22)

The 10 most important fixes

1. Speed up loading [Performance · 25 reviews · avg severity 2.2/3 · versions 26.40.1]

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

“Lag – Wish I could say that the app worked easily and didn’t stall on me every time I’m on it longer than 5 min. I would buy more frequently if the app wasn’t so slow and frustrating.” (1★, US)

2. Fix in-use crashes and freezes [Crashes / freezes · 17 reviews · avg severity 2.4/3 · versions 26.40.1]

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

“App freezes – App is glitchy, it freezes, and unexpectedly crashes multiple times as I’m trying to checkout. This leads to an extended time and frustration during the checkout process.” (2★, US)

3. Answer support requests [Bugs · 7 reviews · avg severity 2.3/3 · versions 26.40.1]

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

“My idea on better compensation for inconvenience – If a driver is incompetent to the point you have to wait 15 extra minutes which a-lot of the time it will because you want fresh deliveries not tampered items and up charged prices for subs” (1★, US)

4. Ship the most requested feature [Feature requests · 7 reviews · avg severity 2.3/3 · versions 26.40.1]

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

“Please Bring back ability to click on shipping as a delivery preference – I prefer not to have to tip on deliver or go for pick up so nice to be able to ship groceries. Please restore this option.” (2★, US)

5. Justify or adjust the price [Pricing / subscription · 8 reviews · avg severity 1.9/3 · versions 26.40.1]

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

“Changed prices – Is this surveillance pricing? My cart has \$72.79 worth of items in it, but when I tap the cart to view the contents, it changes to say \$77.79. What are you doing, Walmart? Do i pay

the yearly W+ fee for the privilege of hav” (1★, US)

6. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 2.1/3 · versions 26.40.1]

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

“Double charge on two separate accounts – I ordered through the app like i have done numerous times in the past, they charged my card immediately and the transaction posted with more than sufficient funds. I go into my other bank account the” (1★, US)

7. Fix login / account access [Bugs · 5 reviews · avg severity 2.5/3 · versions 26.40.1]

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

“Bug in code – Attempted to link with Sam’s account. Get to the where it wants my phone number. Freezes app. No way to move and have to close the program. Updated to latest code on site” (3★, US)

8. Fix notifications [Bugs · 4 reviews · avg severity 1.8/3 · versions 26.40.1]

Check notification delivery and let users control frequency in settings.

“Janky app and service – Sometimes you get notifications, sometimes you don’t. Sometimes the map tracking works and is accurate, sometimes it doesn’t it isn’t. Sometimes your deliveries show up in the state of delivery window, sometimes they” (2★, US)

9. Fix features broken by the latest update [Bugs · 2 reviews · avg severity 1.8/3 · versions 26.40.1]

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

“In Home Delivery – After the last update, In Home delivery isn’t available. Tried multiple addresses and not available.” (5★, 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.