

App Store complaint report

WHOOOP · WHOOP · current version 5.75.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2026-08-11 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.58
Reviews with a complaint	122 (41%)
Storefronts	US 262, GB 38
All-time App Store rating (US)	4.81 from 89,788 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	83	2.2	5.65.1 (14), 5.68.2 (12), 5.70.0 (11)
Pricing / subscription	46	2.5	5.69.1 (7), 5.68.2 (7), 5.66.0 (6)
Feature requests	40	1.9	5.68.2 (9), 5.73.0 (6), 5.70.0 (6)
Performance	15	2.1	5.65.1 (4), 5.67.0 (3), 5.71.0 (2)
UX / design	12	2.0	5.68.2 (3), 5.74.0 (2), 5.73.0 (2)
Crashes / freezes	4	2.4	5.67.0 (2), 5.65.1 (2)
Ads	2	2.5	5.73.0 (1), 5.71.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.75.0	9	4.6	22%
5.74.0	27	3.8	26%
5.73.0	28	3.3	46%
5.72.1	20	3.9	30%
5.71.0	19	2.6	58%
5.70.0	29	3.8	45%
5.69.1	25	3.9	36%
5.68.2	38	3.3	58%

Representative quotes

Bugs

“...you to check the same thing over and over again, or they come up with a new excuse why it is your fault but they never address the issue you actually raised. Feels like you are dealing with an AI. Starting to think a lot of it is made up and doesn’t actually ” (1★, v5.68.2, GB, 2026-09-04)

“Regret going back to Whoop – Recently , I decided to try Whoop again. I had previously deleted my account because of issues. This time, I thought I would buy a new band. But my shop access wouldn’t work. Customer service were useless and kept telling me to do ” (1★, v5.67.0, GB, 2026-08-31)

Pricing / subscription

"Inaccurate AI Slop – Got this band plus 1 year membership with Chase Sapphire Reserve perk. Not even worth the tax I had to pay on this benefit. The most basic feature, counting steps, is wildly inaccurate. So how can I trust anything else coming from this dev" (1★, v5.68.2, US, 2026-09-04)

"...accurate. Whoop is on the same trajectory as oura ring in the fact that they should be sued for not being accurate. They take your money even when you try to quit the subscription. Whatever you do, do not waste your money on this product" (1★, v5.73.0, US, 2026-10-11)

Feature requests

"Absolutely awful - cancelled – We were supposed to get free upgrades - that's why we paid monthly. But nope, you need to pay for a whole year for that suddenly. To add to that, the app sends tons of notifications you can't disable. I want them on so I can get" (1★, v5.69.1, US, 2026-09-14)

"Entering credit card information is outdated – In the age of way more secure digital pay options, I shouldn't need to enter my credit card information to sign up. Digital wallets are more secure. Please get up to speed and integrate those payment options." (1★, v5.72.1, US, 2026-10-04)

Performance

"Great Concept, Terrible App Performance – I fought tooth and nail to get a replacement sensor. I uninstalled the app as instructed and reinstalled and now it's working worse than before. Won't save logged activities. My device has worked great, it's THEIR APP " (1★, v5.65.1, US, 2026-08-18)

"Only getting worse – I've been a Whoop "member" since 2017. It's been a struggle to watch this company fall into the same traps of most tech companies. The strap's performance is terrible. I've had to adjust my sleep almost every day for 3+ years and this occu" (2★, v5.68.2, US, 2026-09-02)

UX / design

"An intrusive click bait marketing app, not serious about workouts – You can't remove all the ridiculous banner ads, and I can't just look at my heartbeat continually, on demand. Terrible app. I through by brand new device in the trash. Intrusive banners you c" (1★, v5.71.0, US, 2026-09-26)

"Poor value and deceptive practices – This is probably the most expensive annual digital subscription I've tried, and the value is just not there. The hardware is cheaply made, the app and data are not very reliable, and the customer support is literally just e" (1★, v5.74.0, US, 2026-10-14)

Crashes / freezes

"App crashing in deep dives – Overall a great App for tracking vitals and for deep dive. However, the App needs a lot of work in a few deep dives. Whenever i open the deepdive on Sleep, my App crashes. I need to close the App and open again. Almost no incentive" (1★, v5.65.1, US, 2026-08-19)

"App keeps crashing – It's been 3 days and the app won't let me login. Tried changing password, reinstalling app, nothing works. Customer service is not very helpful nor can they fix the problem. Extremely frustrating." (1★, v5.67.0, US, 2026-08-30)

Ads

"...is just trying to upsell you to another product or service. I miss when paying for something meant you didn't have to wade through ads." (1★, v5.73.0, US, 2026-10-12)

The 10 most important fixes

1. Improve content quality [Feature requests · 45 reviews · avg severity 2.2/3 · versions 5.65.1, 5.68.2]

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

"...other devices with screens that could give you some of the same information. Granted, this one is less distracting, and the accuracy is probably better. The AI generated daily outlooks have been incredibly inaccurate lately. I will probabl" (2★, US)

2. Justify or adjust the price [Pricing / subscription · 24 reviews · avg severity 2.5/3 · versions 5.69.1, 5.73.0]

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

"Subscription – Too expensive, I will be getting an Apple Watch Why pay more than 200 dls for this service. AI is not accurate. Very expensive service and not happy with it." (1★, US)

3. Answer support requests [Bugs · 21 reviews · avg severity 2.4/3 · versions 5.67.0, 5.68.2]

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

"Great product, terrible customer service – As title says, great product and I love it besides the lack

of gps. The customer service is terrible. When I had a 4.0, there was a time where it wouldn't connect to my phone for a few days so I co" (2★, US)

4. Make trials and renewals transparent [Pricing / subscription · 14 reviews · avg severity 2.4/3 · versions 5.68.2, 5.74.0]

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

"Kept My \$258 After I Returned the Device – WHOOP charged me \$258.35 and refused to refund me, even after I canceled my membership and returned the device. They confirmed receiving it and canceled my membership, but kept my money. Terrible c" (1★, US)

5. Stop data / progress loss [Bugs · 14 reviews · avg severity 2.1/3 · versions 5.65.1, 5.70.0]

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

"Title: Great performance coach, but major sync issues – Review: "As a busy manager, the insights WHOOP provides are life-changing. I love the recovery and sleep tracking. HOWEVER, I had a terrible experience recently: I lost my phone, and " (4★, US)

6. Ship the most requested feature [Feature requests · 17 reviews · avg severity 1.5/3 · versions 5.68.2, 5.73.0]

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

"Not very realistic – Whoop doesn't provide real time data, in some cases is very delayed where you may need to remove it from hand and put it back to wake it up, especially when you exercise. Also, You will need to add manually the Blood Pre" (2★, US)

7. Soften the redesign backlash [UX / design · 10 reviews · avg severity 2.3/3 · versions 5.71.0, 5.72.1]

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

"Software Update – I have an older iPhone. I've been using a whoop for over three years and it has definitely helped me improve my health and sleep quality. I've been tracking my whoop data consistently for these three years and making act" (1★, US)

8. Fix notifications [Bugs · 9 reviews · avg severity 2.1/3 · versions 5.65.1, 5.68.2]

Check notification delivery and let users control frequency in settings.

"...responsive and efficient, who is amazing at giving you daily strained targets that feel accurate and attainable, but still push you for training, and the app does genuinely encourage me to look at it each day, which helps with me staying c" (3★, US)

9. Fix login / account access [Bugs · 4 reviews · avg severity 2.9/3 · versions 5.67.0, 5.70.0]

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

"Login issue after switching to a new iPhone – I've been using WHOOP, but after switching to a new iPhone, I was unable to access my existing account through the iOS app. The app keeps showing a blank "ERROR" message. My credentials are cor" (5★, US)

10. Simplify navigation [UX / design · 5 reviews · avg severity 2.2/3 · versions 5.68.2, 5.73.0]

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

"Buggy app – Doesn't auto-detect sleep and activities accurately. Have to do a lot of manual feeding. App is cluttered and buggy. Core metrics are way down in the app. They must redo the whole UI/UX. Customer care is AI and is hardly helpful" (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.