

App Store complaint report

Wolt Delivery: Food and more · Wolt Oy · current version 26.42.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-11-24 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.75
Reviews with a complaint	173 (58%)
Storefronts	SE 111, FI 104, NO 85
All-time App Store rating (US)	4.84 from 35,730 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	107	2.3	25.51.0 (10), 26.24.0 (6), 26.8.1 (5)
Bugs	49	2.3	26.27.0 (3), 26.22.0 (3), 26.18.0 (3)
Performance	48	2.3	26.8.1 (4), 25.51.0 (4), 26.41.0 (3)
Feature requests	22	2.1	26.9.0 (3), 26.27.0 (2), 26.23.0 (2)
UX / design	20	2.2	26.7.0 (4), 26.22.0 (2), 26.9.0 (2)
Ads	2	2.0	26.15.0 (1), 26.7.0 (1)
Crashes / freezes	1	2.2	26.42.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.42.1	1	1.0	100%
26.42.0	2	1.5	100%
26.41.0	10	1.8	60%
26.40.0	6	1.7	67%
26.39.0	5	1.8	60%
26.38.0	6	2.2	67%
26.37.0	7	1.3	71%
26.36.0	9	1.4	67%

Representative quotes

Pricing / subscription

“Bad service & expensive – It is impresive how expensive the service fee and delivery fee are. Always paying 5 euros or more on top of the food and I always have some issue! Wrong food, food cold or wet, etc” (2★, v26.5.0, FI, 2026-02-07)

“...closed my chat I wrote to them again and asked for a refund and they gave me refund in wolt credit instead of giving it back the money as i paid it. And now they closed the chat against I am never using wolt again” (1★, v25.51.0, SE, 2026-01-04)

Bugs

“Koko sovellus bugaa – Ei anna edes kirjautua sisään” (1★, v26.18.0, FI, 2026-05-04)

"Just DONT – This is just the worst. Nooooothing works as it should. I would rate 0 if I could" (1★, v26.40.0, SE, 2026-10-11)

Performance

"Skuffende – Bestilte pizza som tar 25 min å lage. over 2 timer senere og det står fortsatt at den holder på å lages. Ringte pizzabakeren som sa at den var ferdig som sier meg at wolt bare lyger får å ikke få skylda." (1★, v26.40.0, NO, 2026-10-07)

"Alltid sena leveranser – Varendra gång jag beställer så verkar kuriren ta omvägar till andra sidan av staden. Resulterar i att 3/4 gånger så kommer maten kall. Nu tar jag bort appen och tar bort min Wolt+, det är inte värt det." (1★, v26.8.1, SE, 2026-02-27)

Feature requests

"...and shifted responsibility onto both the customer and the restaurant. Other platform such as Ubereat or Foodora will automatically added two into the cart without extra effort. The case was then closed without resolution. Not acceptable. And I will NEVER be" (1★, v26.17.0, SE, 2026-05-03)

"Unreliable app with poor service – Unfortunately, the app offers options that are not passed on to the restaurant. As a result, it may look like you ordered something you didn't actually order. Whenever you have a problem like this, you're forced to fight you" (1★, v26.27.0, FI, 2026-07-06)

UX / design

"Horror UI from 90s – Restaurant list is a psychedelic hell. Who thought this is a good idea? Maybe for the businesses but not for the users! I wish Uber Eats would already be here in Finland." (2★, v26.9.0, FI, 2026-03-04)

"Broken nav with update – With the last update they completely changed navigation and ui in the worst way possible. The venues were motivated to put discounts because it would be on their card and they would be noticable, but now discounts are less noticable an" (1★, v25.47.0, FI, 2025-11-28)

Ads

"Wolt + ?? – Good customer service but the app is one of worst experience, every food or offer is Wolt + ... Should be easy to find food to order but instead the becomes almost kind of a game to find any food store or offers without Wolt+. Just keep scrolling...." (2★, v26.15.0, SE, 2026-04-16)

Crashes / freezes

"Ei toimi – Molempina kertoina kuukauden sisään kun oisin tilannut ruokaa niin sovellus tai palvelu ei toimi□□" (2★, v26.42.0, FI, 2026-10-20)

The 10 most important fixes

1. Answer support requests [Bugs · 109 reviews · avg severity 2.3/3 · versions 25.51.0, 26.34.0]

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

"Horrible customer service – My order arrived cold and your support said it's "normal." That's unacceptable. I won't be using Wolt anymore." (1★, FI)

2. Justify or adjust the price [Pricing / subscription · 34 reviews · avg severity 2.3/3 · versions 26.24.0, 26.8.1]

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

"Disappointing – The prices are abnormally high compared to the actual prices in the restaurant. Once when I traveled to Greece, I got poisoned from the food I got via Wolt. After I got a refund I was already back home to Sweden. But the r" (1★, SE)

3. Make trials and renewals transparent [Pricing / subscription · 13 reviews · avg severity 2.3/3 · versions 26.22.0, 26.35.0]

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

"Scam / trap – It's a trap, you order, it takes more than an hour, your food is cold and saggy and you can't cancel your order. Trust me when I say this, please go and fetch your food yourself if you can." (1★, SE)

4. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.1/3 · versions 26.3.0, 25.47.0]

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

"Sparka UX designern – På riktigt, senaste uppdateringen är katastrofal. Det är omöjligt att navigera effektivt i appen nu. Snacka om den mest onödiga redesignen av en app som tidigare var enkel och

snabb att använda. Man skulle kunna tro at” (1★, SE)

5. Simplify navigation [UX / design · 12 reviews · avg severity 2.0/3 · versions 26.7.0, 26.3.0]

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

“...functionality, autocomplete is not working either. I constantly have to scroll and manually search the results to actually find what I need. Lots of small UI issues. Adding new features but not improving usability With the amount of reso” (2★, FI)

6. Fix login / account access [Bugs · 6 reviews · avg severity 2.8/3 · versions 26.28.0, 26.16.1]

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

“Activation failes – No code incoming” (1★, FI)

7. Ease paywall pressure [Pricing / subscription · 5 reviews · avg severity 2.1/3 · versions 26.7.0, 26.32.0]

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

“Good service, bad app – The app is increasingly manipulative, constantly trying to push Wolt+ subscription in your face using distracting animated overlays that cannot be dismissed. The experience of using the app has become really frustrat” (2★, FI)

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.