

Customer Complaints Dataset

Software & Hardware

Software Complaints

Performance Issues

Complaint ID: SW001

"The application takes forever to load on my computer. I'm running Windows 11 with 16GB RAM but it still freezes every time I try to open a large file. This is completely unacceptable for software I paid \$200 for."

Complaint ID: SW002

"Your accounting software crashes at least 3 times per day. I've lost hours of work because the auto-save feature doesn't work properly. I'm considering switching to a competitor if this isn't fixed soon."

Complaint ID: SW003

"The mobile app is extremely slow and unresponsive. Simple tasks like logging in take 30+ seconds. My phone is brand new so it's definitely not a hardware issue on my end."

User Interface Problems

Complaint ID: SW004

"The latest update completely ruined the user interface. Everything is in different places now and I can't find basic functions. Why wasn't there an option to keep the old layout?"

Complaint ID: SW005

"The text is way too small and there's no way to increase the font size. As someone with vision problems, this makes your software completely unusable for me."

Complaint ID: SW006

"The color scheme is terrible - I can barely read white text on light gray backgrounds. Please add a dark mode or better contrast options."

Bug Reports

Complaint ID: SW007

"Every time I try to export my data to PDF, the file comes out corrupted and won't open. I've tried this on three different computers with the same result."

Complaint ID: SW008

"The search function doesn't work at all. I type in exact matches for items I know exist and get zero results. This is a basic feature that should work."

Complaint ID: SW009

"Your software keeps sending duplicate email notifications. I'm getting 5-6 copies of the same alert and there's no way to turn this off in settings."

Compatibility Issues

Complaint ID: SW010

"The software won't run on macOS Monterey even though your website says it's compatible. I get an error message every time I try to launch it."

Complaint ID: SW011

"Files created in the newer version can't be opened in the older version, but you didn't mention this anywhere. Now my whole team can't access our shared documents."

Licensing & Updates

Complaint ID: SW012

"I purchased a lifetime license but now you're forcing me to pay for a subscription to get basic updates. This feels like false advertising."

Complaint ID: SW013

"The automatic update installed without permission and broke several features I use daily. There should be an option to decline updates."

Hardware Complaints

Manufacturing Defects

Complaint ID: HW001

"My laptop screen developed dead pixels after just 2 months of normal use. This is clearly a manufacturing defect but you're refusing to cover it under warranty."

Complaint ID: HW002

"The power button on my tablet is already loose and barely responds. I have to press it multiple times to turn the device on/off. I bought this only 6 weeks ago."

Complaint ID: HW003

"The charging port on my phone is already showing signs of wear and the cable keeps falling out. I've been very careful with it but the build quality seems poor."

Performance Problems

Complaint ID: HW004

"My gaming laptop overheats constantly and the fans are extremely loud. It's unusable for gaming despite being marketed as a gaming machine."

Complaint ID: HW005

"The battery life on my wireless headphones is nowhere near the advertised 20 hours. I'm lucky to get 8 hours on a full charge."

Complaint ID: HW006

"My external hard drive transfers files at a crawl. What should take minutes is taking hours. I've tested it on multiple computers with the same result."

Connectivity Issues

Complaint ID: HW007

"The Wi-Fi on my tablet keeps disconnecting randomly. I have to restart the device to reconnect. This happens multiple times per day."

Complaint ID: HW008

"The Bluetooth on my laptop won't stay connected to any device for more than 10 minutes. I've updated all drivers but the problem persists."

Complaint ID: HW009

"My wireless mouse has terrible lag and frequently disconnects during use. This makes it impossible to do any precise work."

Build Quality Issues

Complaint ID: HW010

"The hinge on my laptop is already cracking after just 4 months of careful use. I'm afraid the screen will break completely soon."

Complaint ID: HW011

"The keys on my mechanical keyboard are already wearing down and some are sticking. For a \$150 keyboard, I expected much better durability."

Complaint ID: HW012

"My monitor has terrible backlight bleeding that's very noticeable during dark scenes. This is unacceptable for a premium display."

Warranty & Support Issues

Complaint ID: HW013

"You're refusing to honor the warranty on my graphics card even though I have the receipt and it's clearly within the warranty period. The card died after 8 months."

Complaint ID: HW014

"I've been waiting 3 weeks for replacement parts for my printer. This is supposed to be next-day service according to my warranty agreement."

Complaint ID: HW015

"Your technical support couldn't diagnose the problem with my router and now they're saying I need to buy a new one instead of fixing the current one under warranty."

Mixed Software/Hardware Complaints

Complaint ID: MX001

"The driver software for my graphics card keeps causing blue screens. I've reinstalled it multiple times but the crashes continue. I can't tell if this is a hardware or software problem."

Complaint ID: MX002

"My printer works fine with other devices but your proprietary software won't recognize it. The installation wizard fails every time and technical support hasn't been helpful."

Complaint ID: MX003

"The firmware update for my smart TV bricked the device completely. Now it won't turn on at all and you're saying this isn't covered under warranty."

Complaint Categories Summary

Most Common Software Issues:

- Performance and speed problems
- User interface changes after updates
- Compatibility issues with operating systems
- Export/import functionality failures

Most Common Hardware Issues:

- Premature component failure
- Overheating and thermal management
- Charging and power-related problems
- Connectivity and wireless issues

Severity Levels:

- **Critical:** Device/software completely unusable
- **High:** Major functionality impaired
- **Medium:** Inconvenient but workarounds exist
- **Low:** Minor annoyances or cosmetic issues