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Amazon shopping site goes down

Shoppers trying to access the online retail Web site or mobile app were out of luck.



Donna Tam



Aug. 19, 2013 12:25 p.m. PT



New & Used Offers

The Amazon.com mobile service encountered a problem. Please try again shortly. (CS4)

OK

The Amazon mobile app.

Screenshot by James Martin/CNET

Amazon.com was down temporarily on Monday, according to site [Is It Down Right Now?](#)

Shoppers headed to the Amazon home page or a product page found that they couldn't load the site or they would get this error message:

We're very sorry, but we're having trouble doing what you just asked us to do. Please give us another chance--click the Back button on your browser and try your request again. Or start from the beginning on our homepage.

The outage seemed to affect the company's mobile app as well. CNET contacted Amazon to determine the cause, but the call was not immediately returned. It doesn't appear that Amazon Web Services, which powers a huge chunk of the Internet, was affected.

Updated at 12:41 p.m. PT: *to reflect that Amazon is back up and running.*

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