

App Store complaint report

Amazon Shopping · AMZN Mobile LLC · current version 27.18.2

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-07-28 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.99
Reviews with a complaint	191 (64%)
Storefronts	CA 200, US 50, AU 50
All-time App Store rating (US)	4.83 from 8,461,769 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	95	2.1	27.13.0 (24), 27.18.2 (23), 27.16.0 (23)
Pricing / subscription	81	2.2	27.13.0 (27), 27.16.0 (14), 27.18.2 (11)
Feature requests	72	1.9	27.18.2 (19), 27.13.0 (19), 27.16.0 (13)
UX / design	58	2.0	27.13.0 (21), 27.18.2 (15), 27.16.0 (11)
Performance	19	2.1	27.18.2 (5), 27.16.0 (5), 27.13.0 (3)
Crashes / freezes	9	2.2	27.18.2 (4), 27.13.0 (2), 27.17.4 (1)
Ads	4	2.2	27.17.4 (1), 27.16.0 (1), 27.13.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
27.18.2	58	2.1	67%
27.18.0	17	1.5	59%
27.17.10	27	1.6	59%
27.17.6	5	2.4	60%
27.17.4	22	1.7	73%
27.16.0	54	2.2	70%
27.13.0	92	2.0	60%
27.11.8	25	2.2	56%

Representative quotes

Bugs

“Horrible – Won’t let me log in and keeps saying that there is an error on there end of the page.I have also tried to redownload the app and it still will not work along with trying to log into the app but even then it still won’t load.” (1★, v27.18.2, US, 2026-10-21)

“Sometimes not Working – Delays in the process have been a this week right now and the returns money to the card Amazon don’t respond, never had any problems a month ago, now it’s a problem a month ago. Very disappointing and I cancelled my membership for prime” (1★, v27.18.2, US, 2026-10-20)

Pricing / subscription

“Uninstalling and cancelling subscription after horrible update – Why get rid of the option to cancel shows and subscriptions from the app? Why get rid of the wish list when you click on your cart? Why get rid of the feature to have Amazon support call you when” (1★, v27.17.10, CA, 2026-10-11)

“App is a scam now – This app is a scam. It’s designed around helping resellers sell items for 2-5x retail price. Customer support is as dark a design pattern as possible making it impossible to contact anyone. This app is notorious for price gouging (illegal)” (1★, v27.16.0, CA, 2026-09-17)

Feature requests

“Bad bad search engine, frustrating app, now horribly broken – Update App and Amazon broken. App auto used the wrong card for the order. I then tried to update payment for over a day. No options. Sent me to a page that didn’t let me do anything. Chat was a u” (1★, v27.13.0, CA, 2026-08-15)

“Useless support & unreliable delivery – As you cannot leave feedback in the app about delivery I’m leaving it here. Amazon UK use imile to deliver in Australia. Have a look at imile’s reviews. They do not let you know that they are here and leave your parc” (1★, v27.16.0, AU, 2026-09-18)

UX / design

“No dark mode – It’s 2026 and this app still does not have a dark mode. The user interface seems to change almost weekly, making this app confusing to use for the average customer. For a company that is owned by the second richest man in the world, you would th” (1★, v27.18.2, US, 2026-10-20)

“Completely trash – Trash app trash interface trash login system trash logic” (1★, v27.17.10, CA, 2026-10-13)

Performance

“Fix your app – It’s crashing and it’s slow loading.” (1★, v27.16.0, CA, 2026-09-26)

“The cart is useless – What’s the point of a cart when it becomes useless and just takes you to the last saved item no matter what . Had a full battery and it killed it just trying to scroll down the cart. Saved items have become inaccessible. Whatever happene” (1★, v27.13.0, CA, 2026-08-31)

Crashes / freezes

“Can’t exit out of product images – I don’t know what triggers it but on random items, if you tap to expand the product images, you can’t exit the image gallery view and have to force close the app. The “close” button displays either behind or on top of the iOS” (1★, v27.18.2, US, 2026-10-21)

“Button location for all screen sizes – When looking at detailed photos of any and all items on the app, the cancel or return button is in the top left of the phone. But it is placed too so far that it cannot be selected. I have to force close the app and searc” (3★, v27.18.2, US, 2026-10-22)

Ads

“Worst advertisement ever and everywhere – When I see your advertisement from other app (even when I play games) your ads open web browser and your app right away.after thousands times. I decided to cancel your subscription and delete your app right away. STOP ” (1★, v27.13.0, CA, 2026-08-21)

“App is broken – Last 2 updates, app is laggy, and some buttons don’t work, namely the back button in the Cart. Also now riddled with ads!” (1★, v27.17.4, CA, 2026-10-02)

The 10 most important fixes

1. Answer support requests [Bugs · 65 reviews · avg severity 2.3/3 · versions 27.13.0, 27.16.0]

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

“Extremely disappointing experience with Amazon support. – I wish I could give -1 star I have been a Prime member, paying monthly for the subscription, expecting reliable service and customer support. Unfortunately, my recent experience has” (1★, CA)

2. Simplify navigation [UX / design · 33 reviews · avg severity 2.0/3 · versions 27.13.0, 27.18.2]

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

“The Alexa Ai keeps bothering me – I cannot shop in peace without the AI trying to guess what I want, which by the way is awful and hard to navigate out of it. I cannot even find a setting to turn it off and have googled it multiple times. A” (1★, US)

3. Ship the most requested feature [Feature requests · 37 reviews · avg severity 1.7/3 · versions 27.18.2, 27.13.0]

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

“Wish list is broken – Bring back the buy now button. I don’t want grouped packages. The wish list saved items no longer is working on the app. It shows you maybe like all the books, or all the toys, or all the kitchen stuff but not all the ” (2★, CA)

4. Soften the redesign backlash [UX / design · 30 reviews · avg severity 2.1/3 · versions 27.18.2, 27.13.0]

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

“Wish list is changed – When an item be purchased it's going to be removed from wish list and just be saved in orders, it's new and hard to be accessed again especially where many users use an account, get it back to the old version.” (4★, CA)

5. Make trials and renewals transparent [Pricing / subscription · 24 reviews · avg severity 2.2/3 · versions 27.13.0, 27.17.4]

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

“FIX SUBSCRIPTIONS – I can’t access my subscriptions to cancel anything and now I have been charged for Teletoon, which I didn’t want to happen. I was going to cancel it, but you guys can’t fix your app competently what the hell is going on?” (1★, CA)

6. Fix login / account access [Bugs · 18 reviews · avg severity 2.5/3 · versions 27.13.0, 27.18.2]

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

“Horrible experience – I’ve spent 10 hours creating shopping list going to check out having a code sent to My bank app to verify the transaction verify it and Amazon blocked me because there’s insufficient to confirm who I am. I’m logged in” (1★, AU)

7. Justify or adjust the price [Pricing / subscription · 17 reviews · avg severity 2.1/3 · versions 27.13.0, 27.16.0]

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

“Annoying – Every time I try to order something on here it always says “payment revision” like I bought \$75 worth of amazon gift cards and it still says that. Not only that, but everything is overpriced you can find cheaper stuff on other on” (1★, CA)

8. Improve content quality [Feature requests · 15 reviews · avg severity 2.0/3 · versions 27.18.2, 27.16.0]

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

“Getting worse – Some of the stuff coming out of Amazon is horrible. They are not quality controls g st all. Last 3 items were bad quality and wrong sizes sent. Not good!” (3★, AU)

9. Fix notifications [Bugs · 12 reviews · avg severity 2.1/3 · versions 27.18.2, 27.16.0]

Check notification delivery and let users control frequency in settings.

“Abuse of Notifications – This app works fine, but it’s just another app that abuses notifications for promotion. Notifications should be to let me know if important things related to my orders account. Stop with the promotion via notifica” (1★, CA)

10. Fix features broken by the latest update [Bugs · 11 reviews · avg severity 2.3/3 · versions 27.13.0, 27.18.2]

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

“Fix the Bugs – There was just an update yet it didn’t fix the bug for viewing photos and not being able to press the cancel button because of its terrible placement in the corner (off screen). Ridiculous!” (1★, CA)

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.