

## Retail's Hidden Costs – By the Numbers

# Did you know ?

Retail is under pressure from rising costs, increasingly complex operations, and poor supply chain visibility.

**\$100 Billion** spent annually on US retail reverse logistics<sup>7</sup>

**\$10 Million** is the average cost of a product recall<sup>6</sup>

**\$132 Billion** shrinkage in global retail<sup>4</sup>

**\$101 Billion** lost in US return fraud<sup>5</sup>

**\$1.77 Trillion** lost globally due to inventory distortion<sup>3</sup>

**€8.7 Million** fine levied on a retailer for selling expired products<sup>8</sup>

**\$65 Billion** in apparel exports at risk due to climate change<sup>9</sup>

**67%** of consumers surveyed faced delivery problems<sup>1</sup>

**68%** of consumers surveyed bought counterfeits at least once<sup>2</sup>



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<sup>4</sup> National Retail Federation, NRF and Appriss Retail Report: \$743 Billion in Merchandise Returned in 2023, December 26, 2023, <https://nrf.com/media-center/press-releases/nrf-and-appriss-retail-report-743-billion-merchandise-retained-2023>

<sup>1</sup> Melissa Tatoris, The Growing Challenge of Retail Returns and Reverse Logistics, December 10, 2024, <https://zetaglobal.com/resource-center/retail-returns-reverse-logistics-challenges/>

<sup>2</sup> Kearney, How can traceability reduce the scope and cost of product recalls?, June 13, 2024, <https://www.kenarney.com/industry/agriculture-food/article/how-can-traceability-reduce-the-scope-and-cost-of-product-recalls>

<sup>3</sup> Invue, 6 Retail Shrinkage Statistics and What They Mean for Your Business, July 19, 2024, <https://invue.com/resource-center/blog/6-retail-shrinkage-statistics>

<sup>4</sup> National Retail Federation, NRF and Appriss Retail Report: \$743 Billion in Merchandise Returned in 2023, December 26, 2023, <https://nrf.com/media-center/press-releases/nrf-and-appriss-retail-report-743-billion-merchandise-retained-2023>

<sup>5</sup> Marianne Wilson, Study: Global retail losses due to inventory distortion hit \$1.77 trillion, July 23, 2023, <https://chainstoreage.com/study-global-retail-losses-due-to-inventory-distortion-hit-177-trillion>

<sup>6</sup> Yumda, Expired food sold, April 20, 2021, <https://www.yumda.com/en/news/110720/expired-food-sold.html>

<sup>7</sup> Jeffrey Casale, The End Of Retail Greenwashing, April 1, 2024, <https://www.forbes.com/councils/forbestechcouncil/2024/04/01/the-end-of-retail-greenwashing/>

<sup>8</sup> ACW, e-commerce grows but 67% of consumers face delivery problems, March 20, 2025, <https://aicargoweb.com/e-commerce-grows-consumers-face-problems/>

<sup>9</sup> Saleem Alhabash, Anastasia Kononova, Patricia Huddleston, Hejin Lee, and Moldir Moldagaliyeva, Global Anti-Counterfeiting Consumer Survey, 2023, <https://a-cppp.msu.edu/article/global-anti-counterfeiting-consumer-survey-2023/>

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