

Los costes ocultos del comercio minorista - En cifras

¿Lo sabía?

El comercio minorista está sometido a la presión del aumento de los costes, la creciente complejidad de las operaciones y la escasa visibilidad de la cadena de suministro.

\$100 Billion

spent annually on US retail reverse logistics¹

\$10 Millones

de dólares es el coste medio de la retirada de un producto⁶

\$132 Millones

de pérdidas en el comercio minorista mundial⁴

\$101 Millones

perdidos en fraudes de devolución en EE. UU.⁵

\$1.77 Billones

perdidos en todo el mundo debido a la distorsión del inventario³

€8.7 Millones

a un minorista por vender productos caducados⁸

\$65 Millones

de dólares en exportaciones de ropa en peligro debido al cambio climático⁹

La tecnología inteligente de AIDC puede cambiar las tornas. Descubra cómo en

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67%

de los consumidores encuestados se enfrentan a problemas de entrega¹

68%

de los consumidores encuestados compró falsificaciones al menos una vez²

¹ 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>

² Melissa Tatoris, The Growing Challenge of Retail Returns and Reverse Logistics, December 10, 2024, <https://zetaglobal.com/resource-center/retail-returns-reverse-logistics-challenges/>

³ Kearney, How can traceability reduce the scope and cost of product recalls?, June 13, 2024, <https://www.kenney.com/industry/agriculture-food/article/how-can-traceability-reduce-the-scope-and-cost-of-product-recalls>

⁴ 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>

⁵ 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>

⁶ 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-inventory-distortion-hit-177-trillion>

⁷ Yumda, Expired food sold, April 20, 2021, <https://www.yumda.com/en/news/110720/expired-food-sold.html>

⁸ Jeffery Casale, The End Of Retail Greenwashing, April 1, 2024, <https://www.forbes.com/councils/forbestechcouncil/2024/04/01/the-end-of-retail-greenwashing/>

⁹ ACW, e-commerce grows but 67% of consumers face delivery problems, March 20, 2025, <https://aicargoweb.com/e-commerce-grows-consumers-face-problems/>

¹⁰ Saleem Alhabash, Anastasia Kononova, Patricia Huddleston, Heijun 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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