

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 logistics¹

\$10 Million is the average cost of a product recall²

\$132 Billion shrinkage in global retail³

\$101 Billion lost in US return fraud⁴

\$1.77 Trillion lost globally due to inventory distortion⁵

€8.7 Million fine levied on a retailer for selling expired products⁶

\$65 Billion in apparel exports at risk due to climate change⁷

67% of consumers surveyed faced delivery problems⁸

68% of consumers surveyed bought counterfeits at least once⁹



Smart AIDC tech can turn the tide. Discover how at

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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-returned-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.kenarney.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-returned-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-to-inventory-distortion-hit-177-trillion>

⁷ Yumda, Expired food sold, April 20, 2021, <https://www.yumda.com/en/news/1170720/expired-food-sold.html>

⁸ Jeffrey 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://aicargoweek.com/e-commerce-grows-consumers-face-problems/>

¹⁰ 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/>