

**What else could
you do with these
lost sales?**

2020 US Retail Returns

US RETAIL INDUSTRY TOTAL SALES

TOTAL SALES
\$4.038 Trillion

TOTAL RETURNS
\$428 Billion
(10.6%)

Returns by
Receipt Type

Received: \$352 Billion (82.2%)
Non-receipted: \$76 Billion (17.8%)

US RETAIL ONLINE SALES

TOTAL ONLINE SALES
\$565 Billion

TOTAL
ONLINE RETURNS
\$102 Billion
(18.1%)

US RETAIL HOLIDAY SALES

TOTAL HOLIDAY SALES
\$761 Billion

TOTAL
HOLIDAY RETURNS
\$101 Billion
(13.3%)

Findings After Stores Reopened Following COVID-19 Closure:

50.0% Had equal or higher return volume

45.1% Saw returns processing costs increase

72.6% Planned or expected to clean/disinfect returns



GET THE REPORT HERE:
[2020 Consumer Returns
in the Retail Industry Report](#)