

## INSIGHTS & TRENDS

# Inside Reverse Logistics & Returns Market (2018)

## The Global Reverse Logistics Market

The global reverse logistics market is expected to reach **US\$603.9 billion** by 2025.

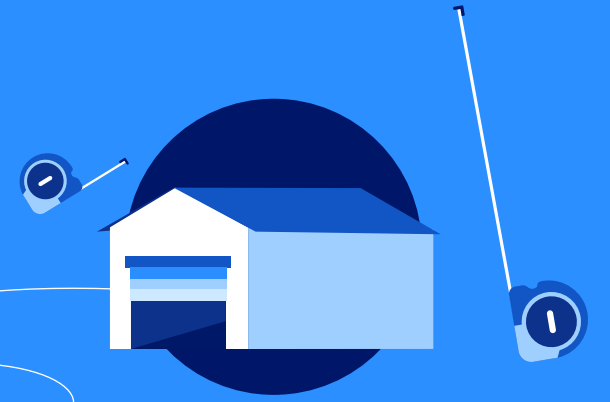


Growing at a CAGR of **4.6%** from 2017 to 2025.



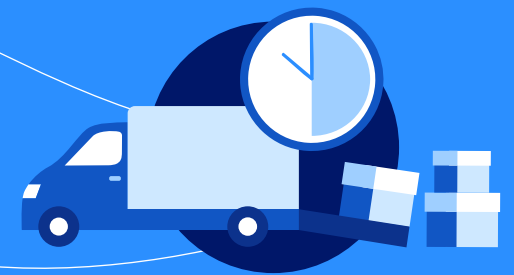
## The Logistics Behind Returns

Reverse logistics processing requires **20% more space** on average than forward logistics.

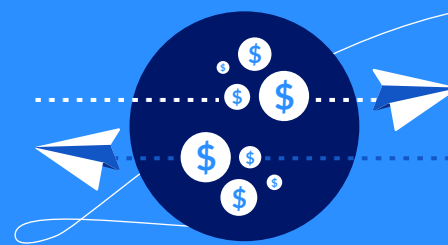


So much space in fact, that reverse logistics is the top new user of warehouse space in the US, accounting for **700 million square feet** nationally.

Processing a truckload of returns takes **6X to 24X more time** than an inbound truck.



An average return costs **US\$10** to receive and process.

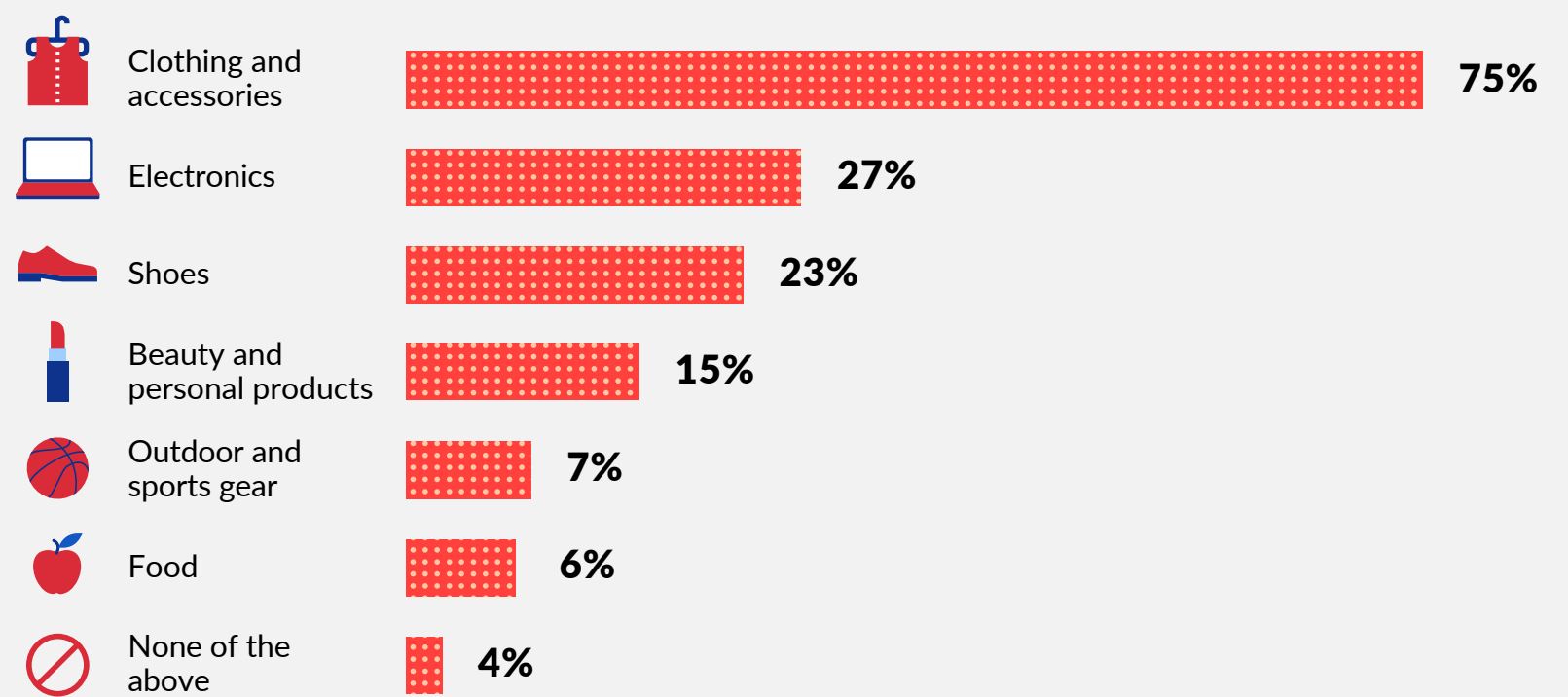


## Holiday Season Returns

During the 2018 holiday season, over **US\$94 billion** worth of goods were returned globally growing at **36%** in only 3 years.



When you returned gifts after the holidays last year, which of the following did you return?



## eCommerce & Retail Returns

Return rates for eCommerce purchases are **3X higher** than in store purchases.



Returns either sold at discount or discarded cost retailers **4.4%** of total revenue each year.



**86%** of consumers say the returns process influences their buying decision online.