

Retail Moving Forward.

6 key takeaways from our Spring 2021 Retail Report



Retail entered 2021 on a high note

The retail industry started the new year on a positive note as overall sales increased in January, with 11% attributed to core retail and 22% to online retail.



All retailers plan to evolve their stores in some way

Brick-and-mortar footprints are expected to be modified in some way over the next three years and nearly 80% of retailers plan to incorporate omnichannel services into their locations.



Returns become a growing concern for retailers

Magnified by the pandemic, nearly 70% of all retailers say that managing online returns has become a problem resulting in applied pressure on logistics systems and margin erosion.



Consumers anticipate the return of entertainment to malls

Nearly 70% of consumers say their absence from entertainment centers is strictly related to health concerns but are prepared to use such services again once majority of the population is vaccinated and the pandemic subsides.



Mall-based fulfillment centers are far from exciting to retailers

The majority of retailers are opposed to turning excess space in malls into online fulfillment centers as repositioning mall space could reduce property values anywhere from 60% to 90%.



Sustainability remains critical to consumers and retailers

Half of shoppers say that ethical conduct and sustainability are important to them as consumers increasingly question the environmental impact of the products they buy.

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