SHIPPING MATTERS

THE SHIFT IN CONSUMER EXPECTATION AROUND ORDER DELIVERY

96% of shoppers say availability of **free** shipping impacts their purchase decisions.[1]

80% of shoppers want **same-day** delivery, while **61%** want their packages **within 1-3 hours** of placing an order.[2]

58% of shoppers hate paying for **shipping,** while **34%** hate **waiting** for delivery.[3]

79% of millennial respondents are less likely to buy again from an e-tailer who delays delivery.[4]

86% of milllennial parents have used same-day shipping, compared to 67% of parents from other generations.[5]

51% of e-commerce retailers offer same day delivery while 65% plan to offer within the next two years.[6]

60% of online shoppers have abandoned a cart because extra shipping costs were too high.[7]

Over 70% of shoppers decide their shipping preferences before checkout.[8]

60% of shoppers browse based on preferred shipping options.[8]

96% of Americans shop online. Here is where they do the shopping:[8]

43%	25%	23%	20%	20%	10%
BED	RETAIL STORE	OFFICE	BATHROOM	CAR	DRINKING

Buzz MG | TECHSPEED INC.

Dec. 2018