

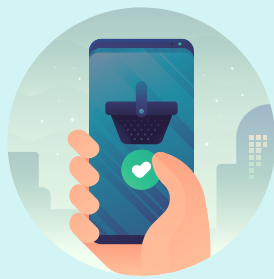
# ECOMMERCE IN A POST-LOCKDOWN WORLD

## GROWTH OF UK ECOMMERCE POST-LOCKDOWN



**£23.6 billion**  
Amazon's UK sales in 2021, **up 82%** compared to pre-pandemic levels (£13 billion in 2019)

(Source: Retail Gazette)



**40% of UK retail sales** will occur online in 2022, **compared to 21.8%** pre-pandemic (2019)

(Source: eMarketer)



**11.3%** increase in Online grocery shopping sales in December 2021

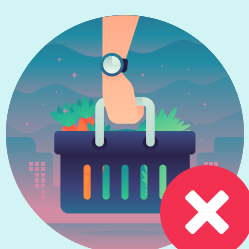
(Source: Internet Retailing)

## CHANGES TO UK SHOPPING BEHAVIOUR



**70% of Britons** prefer online shopping to in-store, up from less than half pre-pandemic

(Source: Credit Karma)



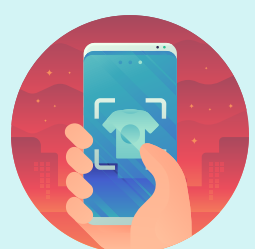
**75% of consumers** have tried a new shopping behaviour, and most are continuing to do so post-pandemic

(Source: Business Cloud)



**36% of British consumers** would stick with their changes in habits brought on by the pandemic

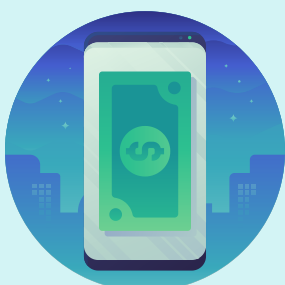
(Source: eConsultancy)



The use of smart phones for online shopping has more than doubled since 2018

(Source: Business Cloud)

## PREDICTIONS FOR FUTURE SHIFTS IN CUSTOMER HABITS



**\$270 million** in global consumer spending on mobile by 2025

(Source: Sensor Tower)



**\$7.5 trillion** in global eCommerce payment transactions by 2026

(Source: Juniper Research)



**70% of brands and retailers** say that social commerce will be important to their online strategy in the next 3 years

(Source: Internet Retailing)

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