

# **E-Commerce in Taiwan**

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## **Abstracts**

In 2020, e-commerce benefited strongly from the impact of COVID-19 lockdown measures. Although sales were already growing strongly over the review period, restrictions and curfews forced most retailers looking to cushion losses (from an absence of in-store purchasing) to switch channels from in-store to e-commerce. Retailers that did not have an e-commerce platform in place quickly adjusted their websites for e-commerce orders and delivered via food delivery apps. This allowed e-commerce to see...

Euromonitor International's E-Commerce in Taiwan report offers insight into key trends and developments driving the industry. The report examines all retail channels to provide sector insight. Channels include hypermarkets, supermarkets, discounters, convenience stores, mixed retailers, health and beauty retailers, clothing and footwear retailers, furniture and furnishing stores, DIY and hardware stores, durable goods retailers, leisure and personal goods retailers. There are profiles of leading retailers, with analysis of their performance and the challenges they face. There is also analysis of non-store retailing: vending; homeshopping; internet retailing; direct selling, as available.

**Product coverage:** Cross-border E-Commerce, E-Commerce by Product Category, Mobile E-Commerce.

**Data coverage:** market sizes (historic and forecasts), company shares, brand shares and distribution data.

#### Why buy this report?

Get a detailed picture of the E-Commerce market;



Pinpoint growth sectors and identify factors driving change;

Understand the competitive environment, the market's major players and leading brands;

Use five-year forecasts to assess how the market is predicted to develop.

Euromonitor International has over 40 years' experience of publishing market research reports, business reference books and online information systems. With offices in London, Chicago, Singapore, Shanghai, Vilnius, Dubai, Cape Town, Santiago, Sydney, Tokyo and Bangalore and a network of over 800 analysts worldwide, Euromonitor International has a unique capability to develop reliable information resources to help drive informed strategic planning.



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**KEY DATA FINDINGS 2020 IMPACT** Ongoing digitalisation trend boosted by lockdown measures Strong scope for growth due to ever increasing time spent online Focus on tailoring offer to individual consumers via personalised service **RECOVERY AND OPPORTUNITIES** New technological developments ensure growth potential remains strong Optimisation of last mile delivery key to attracting convenience seeking consumers Use of social media increasingly important to extending outreach CHANNEL DATA Table 1 E-Commerce by Channel and Category: Value 2015-2020 Table 2 E-Commerce by Channel and Category: % Value Growth 2015-2020 Table 3 E-Commerce GBO Company Shares: % Value 2016-2020 Table 4 E-Commerce GBN Brand Shares: % Value 2017-2020 Table 5 Forecast E-Commerce by Channel and Category: Value 2020-2025 Table 6 Forecast E-Commerce by Channel and Category: % Value Growth 2020-2025 EXECUTIVE SUMMARY COVID-19 impact on retailing COVID-19 country impact Pandemic forces leading brands to adopt new retailing strategies Response to COVID-19 results in blurring of traditional channel boundaries Response to COVID-19 results in blurring of traditional channel boundaries What next for retailing? **OPERATING ENVIRONMENT** Informal retailing Opening hours Summary 1 Standard Opening Hours by Channel Type 2020 Physical retail landscape Cash and carry Seasonality Lunar New Year End of year cleaning Department store anniversary sales Ghost month sales Back to school Double 11 shopping day Payments and delivery



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