

Appliances and Electronics Specialists in Canada

February 2024

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KEY DATA FINDINGS

2023 DEVELOPMENTS

Shoppers continue to look for self-service and convenience in this space

Best Buy Canada launches monthly subscription service

Consumers are more price sensitive than ever

PROSPECTS AND OPPORTUNITIES

Energy efficiency and sustainability will remain hot topics

Smart and connected appliances will be the norm

Personalisation and trust will be vital for future success

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EXECUTIVE SUMMARY

Retail in 2023: The big picture

Canadian retailers under strong pressure from government to reduce prices

Some COVID-19 related changes are not going away and will continue to impact Canadian retail

What next for retail?

OPERATING ENVIRONMENT

Informal retail

Opening hours for physical retail

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