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Hi,

Thank you for reaching out. Please see our response below:

#### Our business model

Since we began serving the Italian market, we have received encouraging feedback from consumers who appreciate Temu for providing more choices for affordable, quality daily essentials.

Our approach is straightforward: we connect customers directly with manufacturers. By cutting out the middlemen, we reduce extra costs like transportation, storage, and handling, as well as the markups that they impose. This means we can offer much lower prices to our customers, as they're essentially buying straight from the source.

We aim to democratize the global supply chain; and provide fair access to everyone, so that everyone can enjoy the freedom of shopping for what they need and want.

#### On returns

Returned goods are first sent back to a designated return warehouse within the EU for relevant quality checks, facilitating prompt refunds for consumers before the returned products are consolidated and shipped back to the sellers.

Currently, most of the products sold on our platform are made in China, because that's where the majority of the world's general merchandise is manufactured. We expect to have a more global mix of merchandise as we open up the marketplace to sellers in the US and Europe.

#### On how Temu reduces waste

All goods that are made in one place and shipped to another produce emissions. The key difference is that for Temu, a product is only shipped if it is bought by a consumer. Temu also ships directly from factory to consumer, cutting out the wasteful intermediate steps in the supply chain that add to emissions.

Compare this to the traditional retail model, where merchandise is produced and shipped in the hope that they will find buyers at retailers and department stores, and the difference is clear. Your question about how much product is thrown away at the end of the season is thus not applicable to Temu. Temu's direct-from-factory model cuts down on the massive waste incurred by traditional retail by vastly improving the matching of demand and supply.

As a young company, Temu is at the start of its sustainability journey and we expect to do more as we develop and grow. As part of our ongoing commitment to environmental sustainability, Temu has partnered with Trees for the Future to plant trees across sub-Saharan Africa. These trees planted by Temu and its users have had a transformative effect on the land and local communities, while also addressing global environmental concerns.

To date, more than 4 million trees have been planted by this partnership, resulting in over 230,000 metric tons of carbon dioxide captured over a 20-year period, according to statistics from Trees for Life.

For more information: [https://trees.org/sponsor/whaleco\\_technology\\_dba\\_temu/](https://trees.org/sponsor/whaleco_technology_dba_temu/)

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Best regards,  
Temu team  
[www.temu.com](http://www.temu.com) | Team Up, Price Down