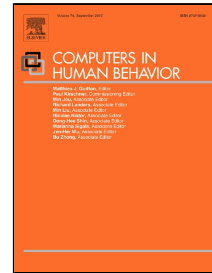


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**SERVICE FAILURES IN E-RETAILING: EXAMINING THE EFFECTS OF
RESPONSE TIME, COMPENSATION, AND SERVICE CRITICALITY**

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