



Oliveira, M., Tavares, F., Diogo, A., Ratten, V., Santos, E. (2021).  
The Importance of E-Commerce and Customer Relationships in Times of COVID-19 Pandemic.  
In V. Ratten, P. Thaichon (Ed.), *COVID-19, Technology and Marketing* (pp. 33-58).  
Springer. DOI: [10.1007/978-981-16-1442-2\\_3](https://doi.org/10.1007/978-981-16-1442-2_3)