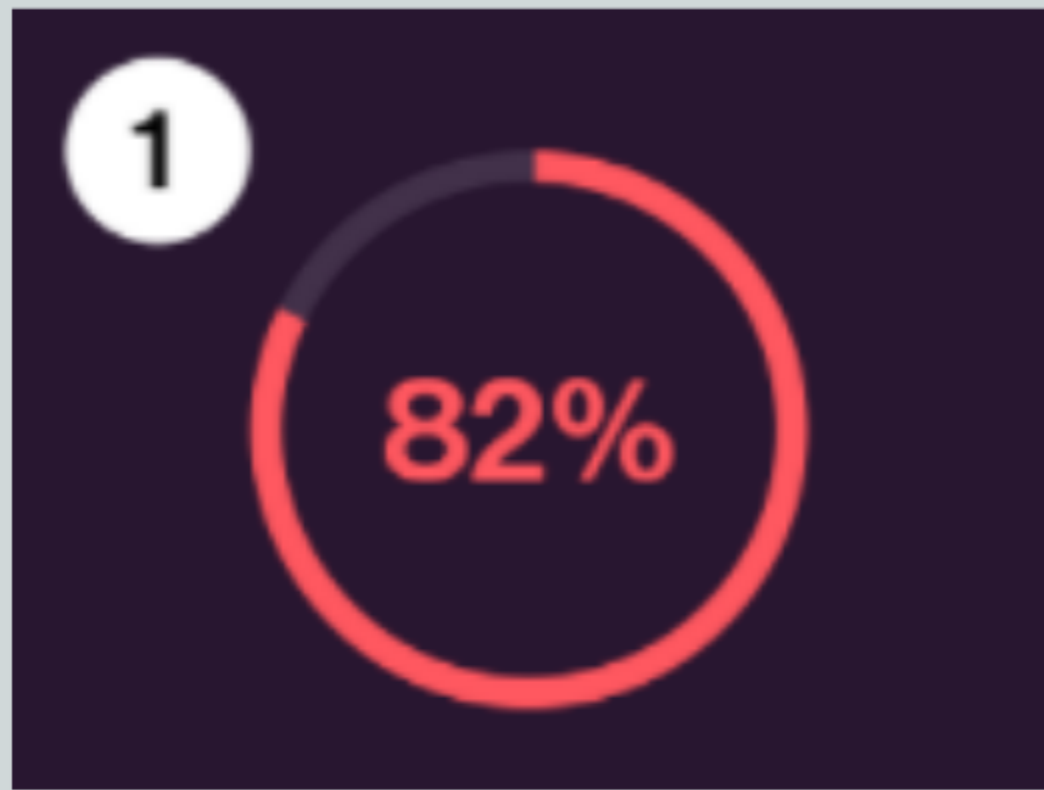
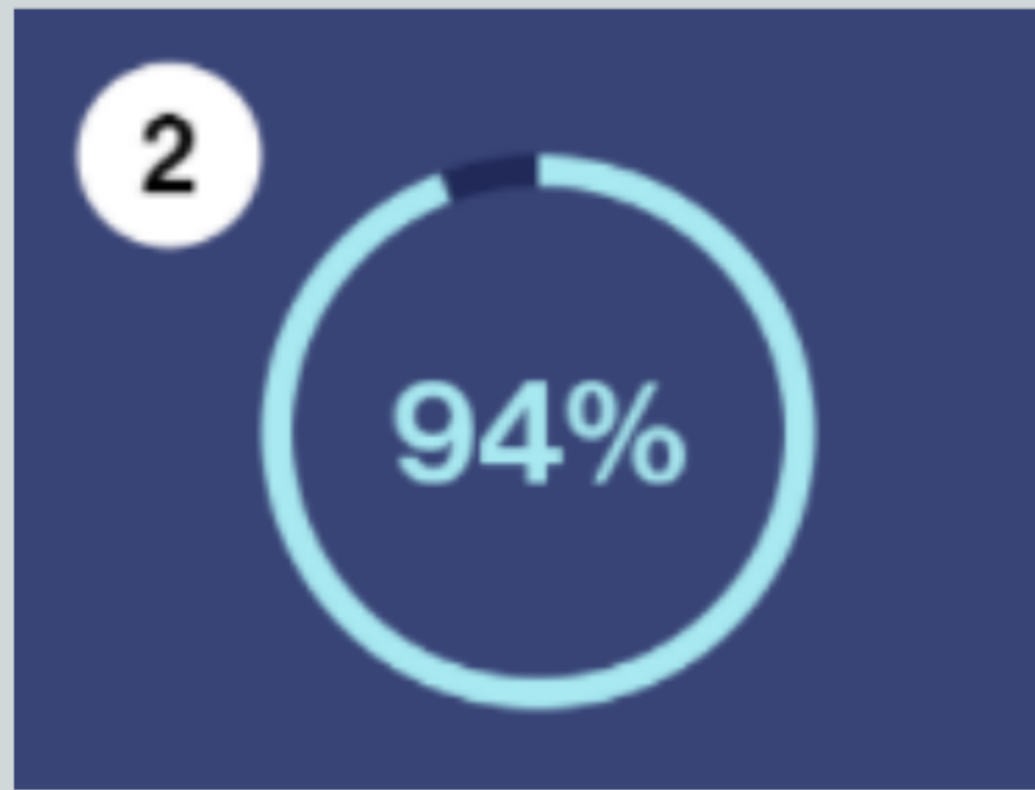


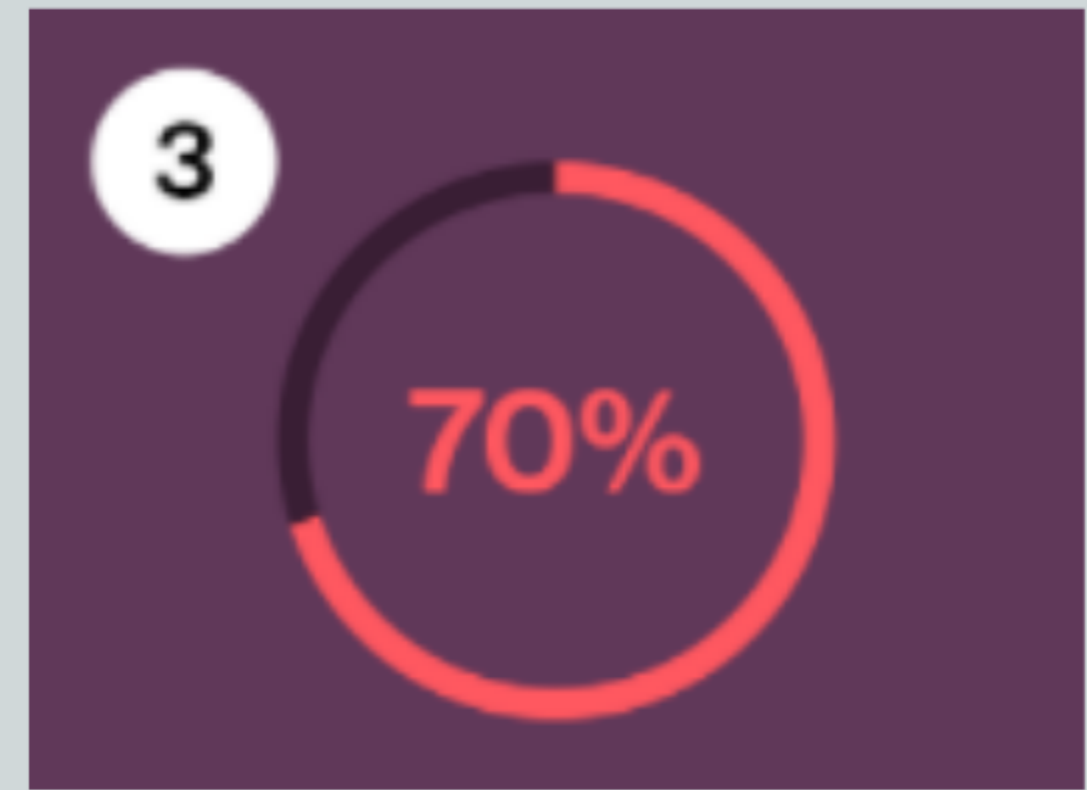
E-Commerce Consumer Outlook 2021



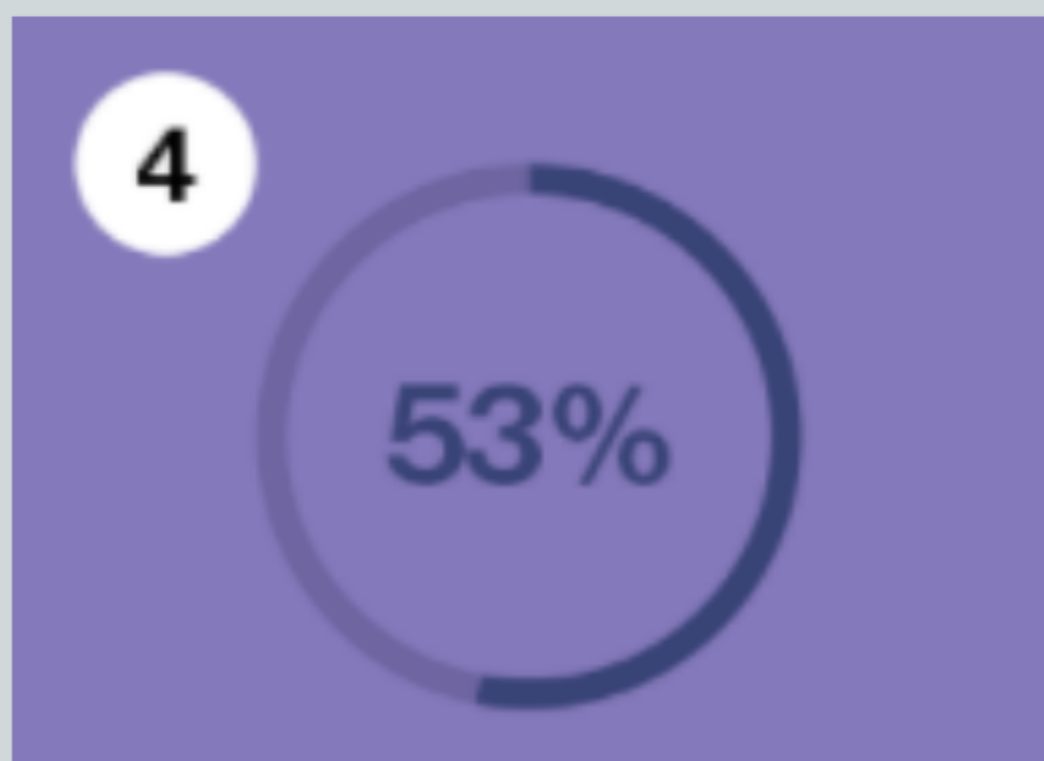
shoppers will continue shopping online even when stores reopen



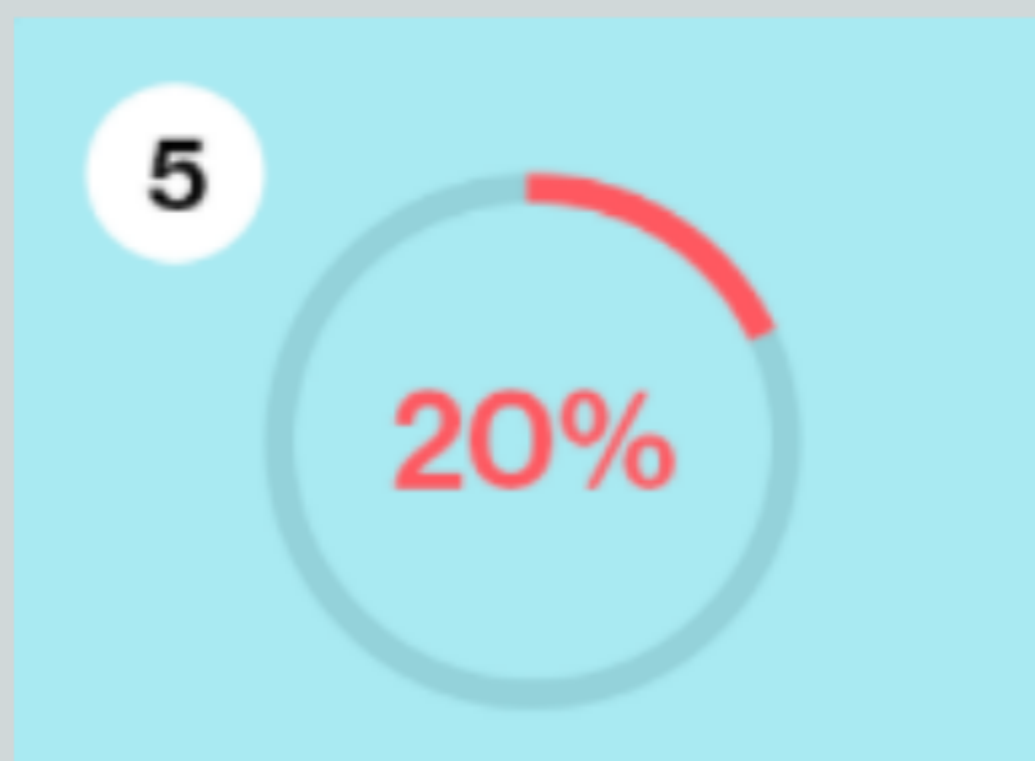
shoppers compare prices at some point when shopping online



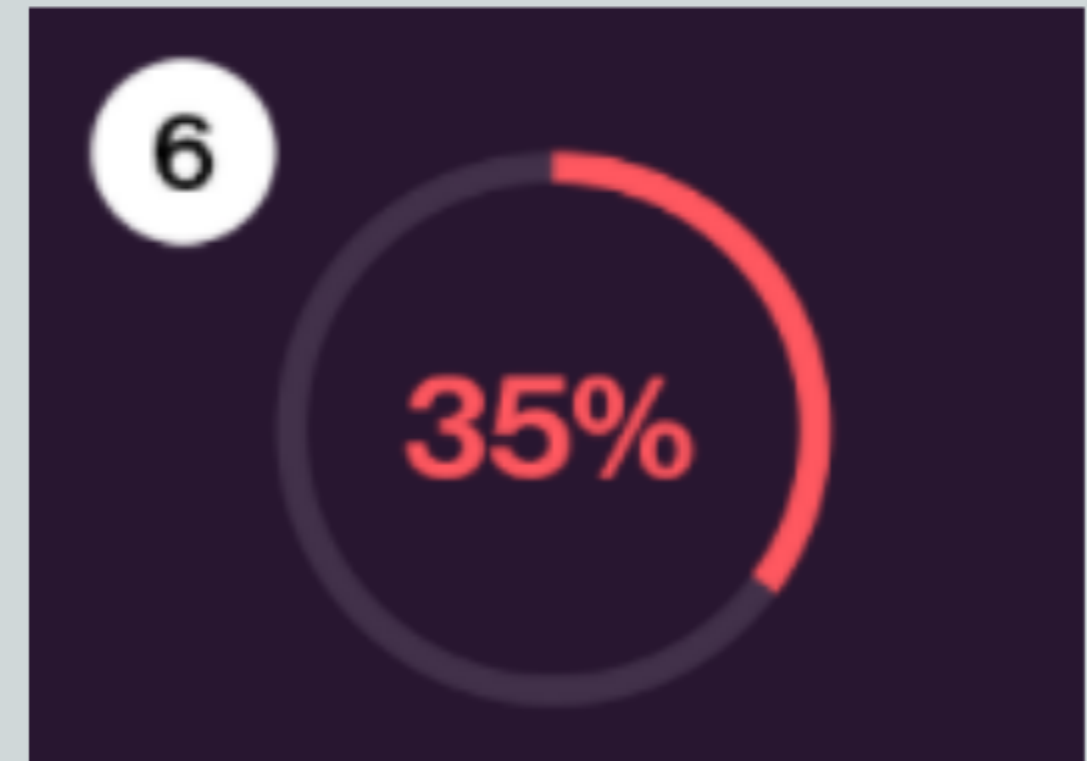
shoppers opt for counterfeits due to price considerations



1 out of 2 shoppers choose websites with fast, easy and affordable delivery



only 20% shoppers are planning to cut back spending on essentials like groceries



1 in every 3 customers plan to cut back on non-essentials during recession

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