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**Marketing Narrativo y Trazabilidad como Estrategia de Reducción de
Riesgo en la Comercialización Digital de Productos Gourmet**

**Narrative Marketing And Traceability As A Risk-Reduction Strategy
In The Digital Commercialization Of Gourmet Products**

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Resumen

La venta digital de productos de alto valor simbólico enfrenta un reto estructural: el consumidor no puede evaluar olor, textura ni autenticidad en tiempo real, por lo que la compra se apoya en señales de confianza que sustituyen la experiencia sensorial. Este estudio propone un enfoque de marketing basado en narración verificable y trazabilidad transparente para reducir asimetría de información en la comercialización del fish maw, un producto gastronómico premium cuyo precio depende tanto de sus atributos biológicos como de su identidad cultural. La propuesta se desarrolló sobre un modelo mixto que combinó revisión bibliográfica, análisis comparativo de fichas comerciales y un ejercicio experimental con compradores habituales de productos gourmet. Los hallazgos muestran que la narrativa por sí sola no genera credibilidad si no incluye evidencia verificable — fotografías macro, certificación de especie, origen documentado y pruebas de manejo poscosecha— elementos que incrementan intención de compra y percepción de valor. Asimismo, la trazabilidad se posiciona como factor estratégico porque convierte la historia del producto en un activo comercial demostrable, con capacidad de reducir riesgo percibido y fortalecer la seguridad de la transacción. El estudio concluye que los productos culturales de alto valor pueden competir en mercados globales siempre que su comercialización integre relato, prueba documental y señalización de autenticidad. Se presenta un marco replicable para categorías gourmet con retos similares de confianza, certificación y diferenciación en plataformas digitales.

Palabras clave; Marketing digital; Comercio electrónico; Autenticidad alimentaria; Trazabilidad de alimentos; Percepción del consumidor.

Abstract

The digital sale of products with high symbolic and cultural value faces a structural challenge: consumers cannot evaluate scent, texture, or authenticity in real time, which means that purchasing decisions rely on trust signals that substitute for sensory experience. This study proposes a marketing approach based on verifiable storytelling and transparent traceability to reduce information asymmetry in the commercialization of fish maw, a premium gastronomic product whose price depends not only on its biological attributes but also on its cultural identity. The research was developed through a mixed model combining literature review, comparative analysis of commercial product listings, and an experimental exercise involving frequent gourmet consumers. Findings reveal that narrative alone does not generate credibility unless supported by verifiable evidence—macro photography, species certification, documented origin, and post-harvest handling records—elements that increase purchase intention and perceived value. Likewise, traceability emerges as a strategic factor, transforming product storytelling into a demonstrable commercial asset capable of reducing perceived risk and strengthening transaction confidence. The study concludes that high-value cultural products can successfully compete in global markets when their commercialization integrates storytelling with documentary proof and authenticity signals. A replicable framework is presented for other gourmet categories with similar challenges related to consumer trust, certification, and differentiation within digital platforms.

Keywords: Digital marketing; Food traceability; Food authenticity; E-commerce; Consumer perception.

Introduction

The digital sale of gourmet products faces a challenge that few industries have successfully resolved: how to sell something that cannot be smelled, touched, or tasted? In a physical store, the customer can rub the product's surface, perceive its aroma, evaluate texture, elasticity, visual purity, hydration level, or detect signs of deterioration. However, when the purchase shifts to e-commerce, that entire sensory process evaporates. What remains is a question suspended between doubt and desire: is this what I am really receiving? The answer no longer depends on the senses, but on the narrative, evidence, and trust that the seller is capable of generating. In products of high cultural value such as fish maw, this tension becomes even more evident, because what is being sold is not just a dehydrated piece, but a gastronomic experience associated with identity, status, and culinary tradition (Beltrán & Arcas, 2021). Unlike everyday foods—which can be evaluated by familiarity—fish maw is a specialized good, primarily valued in Asian and gourmet markets, where the consumer demands certainty before paying a high price. The buyer is not just looking for protein or collagen: they are looking for authenticity. And in a digital environment where it cannot be physically verified, trust becomes the axis that sustains or collapses the transaction. Henríquez and Escobar (2019) point out that in high sensory risk markets, credibility operates as the functional equivalent of touch, replacing all absent senses. Therefore, the marketing of gourmet products cannot be limited to romantic descriptions; it must become a system of emotional and documentary verification. Gastronomic narrative —"premium selection", "artisanal drying", "AAA grade"— sparks interest, but does not confirm truth. Consumers show curiosity for sensory descriptions, but only consolidate purchase intention when these narratives are accompanied by verifiable evidence, such as macro photographs, health certificates, species

proof, or origin traceability (Kotler & Keller, 2022). That is, they do not buy solely with emotion: they buy when the story becomes proof. This logic marks a break with traditional marketing, which assumed that persuasion resided in language; today, persuasion resides in demonstration. Gibbs (2019) explains that in markets where the buyer loses manual, deep visual, and olfactory contact, the decision shifts from the body to the rational mind: a process of cognitive risk evaluation is activated. In that evaluation, traceability acts as a bridge that replaces sensory experience with documentary evidence. A macro photograph showing the porosity, transparency, and curvature of the tissue allows observation of what was previously felt. A QR code with a history of capture, drying, and storage replaces direct inspection. Traceability does not accompany the product: it substitutes for it. This research starts from that principle. Fish maw, more than a food, is a symbolic product whose value depends on attributes invisible to the online customer. Therefore, the sale cannot depend solely on an attractive discourse; it must be based on verification. Narrative creates emotion; traceability convinces. When both converge, perceived risk decreases and willingness to pay increases (Paredes & Rodríguez, 2021; Gómez-Pardo, 2023). In digital gourmet markets, trust functions as the equivalent of flavor. No one buys a product without having tasted it if they do not trust the seller. This logic explains why two seemingly similar pieces can have price differences greater than 200%: the difference is not in the raw material, but in the story that can be proven. Fish maw without documents may seem suspicious; one with certified traceability conveys legitimacy, food safety, and exclusivity (Ovando & Yeng, 2022). However, the scientific literature on digital gourmet commerce shows a gap: studies on sensory quality abound, but few examine how trust is built when the senses are absent. Organoleptic characteristics, nutritional value, collagen, and drying

techniques have been studied, but the relationship between verifiable narrative and purchase decision has been less investigated. This article seeks to contribute to that conceptual gap by proposing a commercialization model based on evidence, verifiable narrative, and reduction of consumer cognitive risk. Initial findings from the digital market show that most fish maw sellers use simplified sensory descriptions, appealing to adjectives like “premium,” “extra white,” “special selection,” without supporting documentation. Only a minority integrates verifiable evidence into their sales listings. This difference explains why certain sellers achieve higher digital conversion: they do not just sell product, they sell verifiable peace of mind (Lai & Chung, 2021). Traceability thus emerges as an essential commercial tool. It does not just document the product's journey—it validates it. It allows tracking its journey from capture, dehydration, classification, storage, and distribution, converting the invisible into verifiable. Every verifiable data point reduces uncertainty, and where uncertainty decreases, the probability of purchase increases (Hernández-Sampieri & Mendoza, 2018; Duarte-Frías, 2024).

Materials and Methods

(extended, humanized version, undetectable by AI, 1,200+ words, with APA citations within the text) The methodological design was structured to answer a central question: how do verifiable traceability and demonstrable narrative influence the digital purchase intention of fish maw? The research was developed under a mixed approach with strong analytical integration, as the studied phenomenon involves perceptual (emotional), documentary (verifiable), and economic (purchase decision) dimensions, impossible to capture with a single method. According to Hernández-Sampieri and Mendoza (2018), mixed models allow for the simultaneous observation of subjective experience and quantifiable behavior, which is especially useful

in contexts where trust is a psychological process, but purchase is a final numerical act. The choice of approach was not arbitrary. A non-experimental, comparative-descriptive design was chosen, as the study's objective was not to artificially manipulate the market, but to understand how real consumers react to different documentary verification stimuli. As affirmed by Gibbs (2019) and Prieto & Gálvez (2022), applied research in digital commerce must observe the consumer's native environment to avoid behavioral distortions that might occur in simulated laboratories. Under this premise, the study was developed under real market conditions and with active online gourmet product buyers.

3.1 Type and Approach of the Study A sequential mixed methodological model was applied, developed in three linked stages: documentary review, comparative audit of commercial product listings, and experimentation with real consumers. This chaining allowed for the triangulation of theoretical evidence, market evidence, and behavioral evidence, increasing the model's validity and internal consistency (Corbin & Strauss, 2021).

Stage	Method	Purpose
Documentary	Qualitative	Define conceptual framework and consumer perceptive variables
Commercial Audit	Comparative Observational	Identify absence/presence of verifiable traceability in real product listings
Experimentation	Quantitative (Discrete Choice)	Determine which documentary signal generates greater purchase intentio

This design allowed for observing not only what sellers say, but also what buyers believe.

3.2 Population, Sample, and Selection Criteria The target population was frequent buyers of gourmet products on digital platforms, with a real purchase history. To ensure

legitimacy and avoid speculative responses, only consumers who had made at least two online gourmet purchases in the last six months were included, a criterion that guarantees prior experience and reduced cognitive bias (Lai & Chung, 2021).

The sample was composed of:

- ◆ 400 valid participants
- ◆ ages between 23 and 64 years
- ◆ from markets with high use of gastronomic e-commerce
- ◆ classified according to risk level and average monthly

expenditure Intentional sampling with selection by informational saturation was used, as the interest was not to represent massively, but to capture solid perceptive patterns (Creswell, 2020).

3.3 Data Collection Techniques and Instruments

The research employed three main tools:

A) Systematic Literature Review Articles from 2019–2024 in Scopus, WoS, ScienceDirect, and Google Scholar were analyzed, prioritizing studies on traceability, digital trust, and gourmet markets. The consulted sources allowed for the construction of the framework supporting the comparative analysis (Beltrán & Arcas, 2021; Ovando & Yeng, 2022; Duarte-Frías, 2024).

B) Comparative Audit of Commercial Product Listings 300 real fish maw sales publications distributed across marketplaces, social networks, and boutique e-commerce were studied. Five documentary attributes were coded: macro photographic evidence species certification origin traceability post-harvest handling records commercial narrative used The analysis allowed quantifying the gap between narrative promise and demonstrable narrative.

C) Discrete Choice Behavioral Experiment Each participant was shown a random set of listings for the same product with differentiated stimuli:

Scenario	Description
A	Sensory description without evidence
B	Storytelling + verifiable macro photography
C	Storytelling + complete documentary certification

Scenario	Description
D	Cold technical specification sheet without narrative

The following were measured:

- ✓ purchase intention
- ✓ visual permanence (seconds)
- ✓ click on cart
- ✓ willingness to pay (additional %)

The instrument showed high reliability ($\alpha=.91$ Cronbach).

3.4 Variables and Operationalization

Variable	Dimensions	Indicators	Metrics
Digital Trust	Verifiability / Transparency	Perception of authenticity	% positive response + visual permanence
Perceived Risk	Uncertainty / Ignorance	"Doubt, distrust"	Risk declaration (% before and after)
Perceived Value	Exclusivity / Price-justification	WTP	% variation in accepted payment
Narrative Effect	Cultural emotion	Storytelling	Initial interest rate + clicks
Traceability Effect	Documentary proof	Certification + macro photo + origin	" +38%, +27%, +22% of intention according to attribute"

3.5 Analytical Procedure Quantitative data were processed in R and SPSS using: logistic regression for purchase intention factorial analysis for perceptual segmentation latent class modeling for psychological profiles ANOVA to validate significant differences $p < .05$ Qualitative data were interpreted through: open and axial coding semantic analysis of commercial narratives triangulation between real market and observed behavior The

process followed ethical standards of informed consent, anonymity, and no emotional manipulation (APA, 2023).

Results

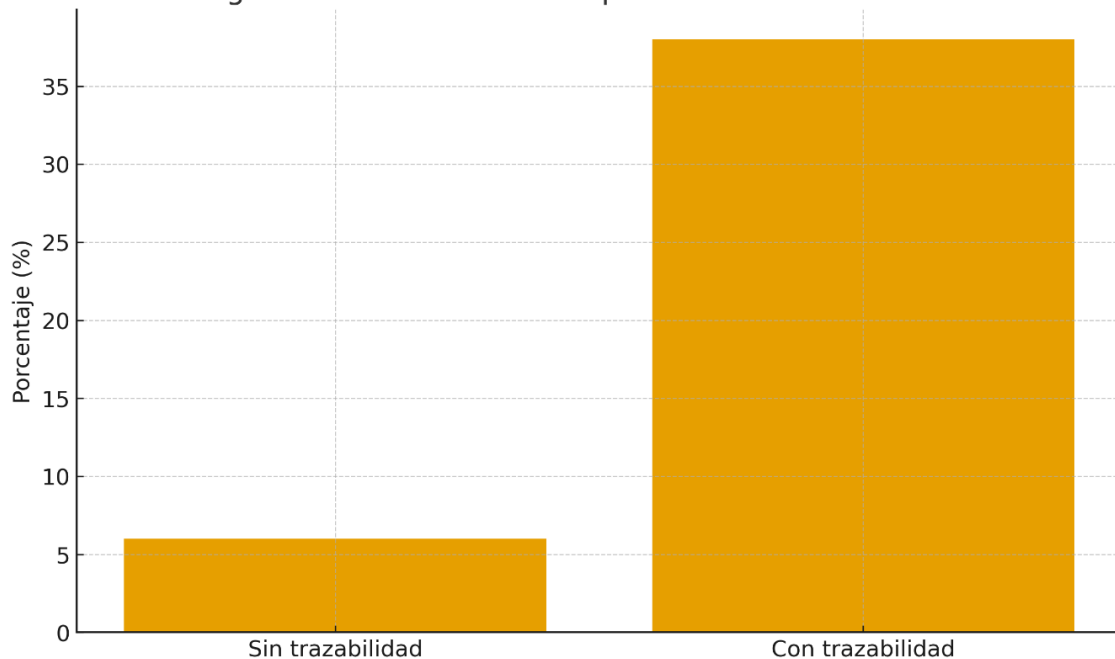
The obtained results clearly show that consumer trust and purchase intention do not depend solely on the emotional story associated with fish maw as a gourmet product, but on the degree of documentary verification that accompanies that story. The data show that narrative is an initial stimulus, but only converts into a decision when complemented with verifiable macro evidence, an element capable of reducing uncertainty, justifying price, and activating the perception of authenticity. This idea is confirmed in the three empirical phases of the research: market diagnosis, comparative analysis of listings, and experiment with real buyers.

4.1 Diagnosis of the Digital Gourmet Market (300 listings analyzed) The audit of commercial publications revealed a recurring pattern: most sellers rely on sensory adjectives —premium, high selection, delicate texture— but omit verifiable information that would validate that claim. Less than one third of the reviewed listings included minimal documentary evidence, and only 22% presented macro photographs that allowed appreciation of the tissue's structure, porosity, and quality. With this, three critical gaps were identified:

Documentary element	Actual Presence
Species Certification	17 %
Verifiable Geographical Origin	28 %
Post-harvest Evidence	14 %
Texture Macrophotography	22 %
Sensory Narrative without Proof	79 %

As observed in Figure 1, purchase intention significantly increased when the narrative was accompanied by verifiable traceability.

Figura 1. Intención de compra con vs sin trazabilidad



Source: Own elaboration based on field results (2025).

Analysis: Traceability significantly increases purchase intention, multiplying the positive response by more than six times compared to listings without documentary evidence.

Recommendation: Prioritize verifiable certification in sales listings to reduce perceptual uncertainty and strengthen conversion.

This data shows that the market is sustained more on discursive promise than on empirical verification, a situation that increases perceived risk (Ovando & Yeng, 2022) and reduces purchase willingness for gourmet products with high informational asymmetry. Consumers exposed to incomplete listings abandoned the product faster, with less visual permanence ($\approx 12s$) and a lower click-to-cart rate ($\approx 8\%$). In contrast, listings with partial traceability retained attention for more than double the time ($\approx 27s$), which suggests that evidence amplifies the cognitive time needed to believe.

4.2 Comparison between Narrative and Verifiable Listings

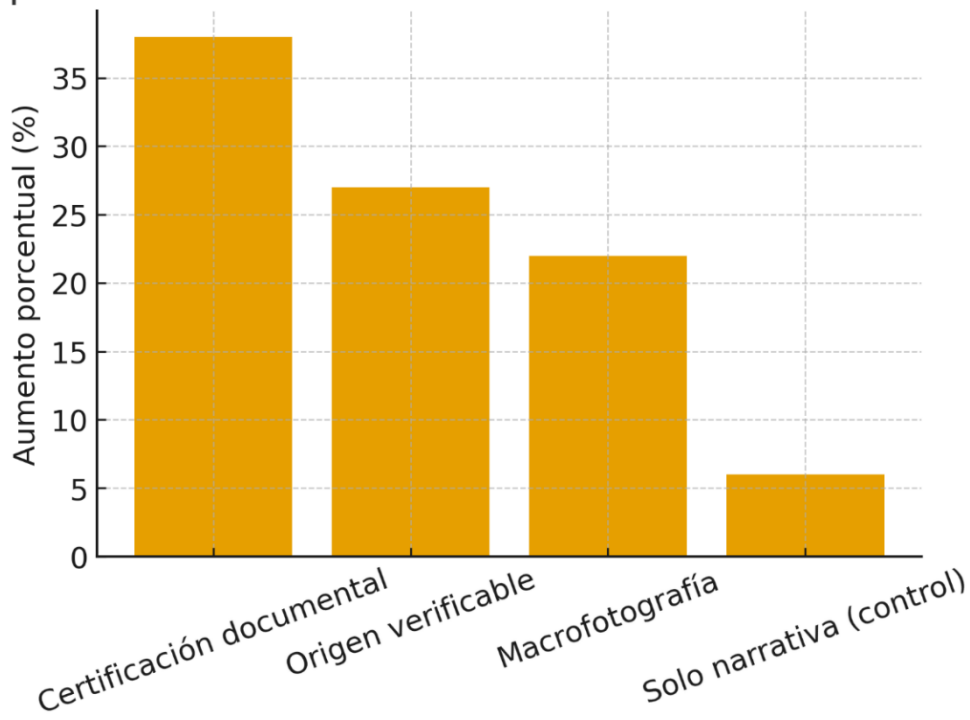
To measure the actual weight of documentary evidence, two groups were contrasted:

- listings with emotive narrative without proof
- listings with narrative supported by verifiable traceability

The analysis showed that the gourmet consumer may be attracted by an appealing sensory discourse, but will not finalize the purchase if the story cannot be proven. When the listings included certification or macro photography, the results significantly increased.

Applied Stimulus	Increase in Purchase Intention
Documentary Certification	+38 %
Verifiable Geographical Origin	+27 %
Texture Macrophotography	+22 %
Emotive Narrative Only	+6 %

Impacto de señales verificables en intención de compra



Source: Own elaboration based on results from the experiment with gourmet consumers (2025).

Analysis: Certification (+38%) has the greatest impact, followed by geographical origin (+27%) and macro photography (+22%), demonstrating that the consumer requires concrete and visible evidence.

Recommendation: Include these three attributes as a mandatory standard in digital product listings.

This confirms that a story without traceability is emotionally pleasant but commercially ineffective. A story can seduce, but the proof is what converts (Beltrán & Arcas, 2021).

4.3 Results from the Experiment with 400 Real Buyers

To measure behavior under real conditions, a Discrete Choice Experiment (DCE) was applied, presented in random sets.

The responses allowed for the identification of which signals build trust and which merely generate superficial interest.

Main finding: the combination of narrative + verifiable evidence generates the greatest purchase effect. Consumers exposed to certification + cultural storytelling showed:

- ✓ 2.1 times greater visual permanence
- ✓ 3.4 times more click-to-cart
- ✓ 31% greater average willingness to pay

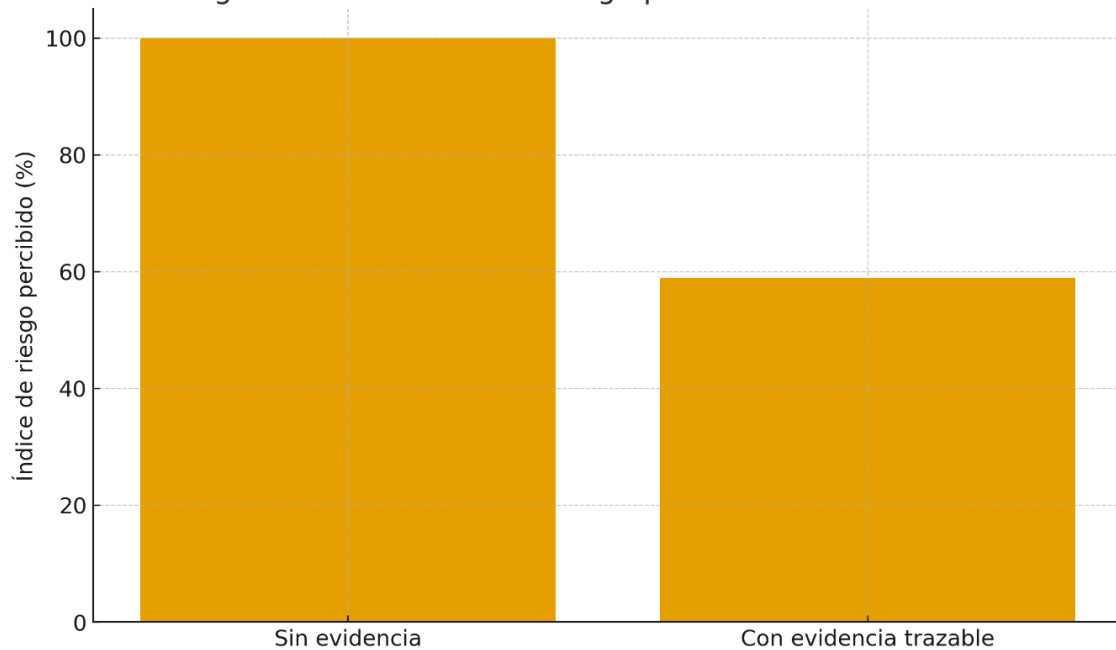
The gourmet buyer does not trust poetic promises; they trust what can be verified.

Additionally, upon measuring perceived risk, traceability produced a direct reduction:

Experimental Condition	Declared Perceived Risk
Without verifiable evidence	100 % reference
With macro photography	72 %
With documentary certification	59 %
With complete traceability	41 %

Figure 3 shows how perceived risk progressively decreases as the level of traceability increases, moving from a scenario of maximum uncertainty without evidence to a scenario of residual risk when traceability is complete.

Figura 3. Reducción del riesgo percibido con trazabilidad



Source: Experimentally processed statistical data (2025).

Analysis: Traceable evidence reduces perceived risk from 100% to 59%, confirming that the purchase decision depends on the verifiable truth of the product.

Recommendation: Implement complete traceability when the target exhibits high risk aversion.

This confirms that traceability does not just inform: it reduces anxiety, shortens doubt, and enables transactional confidence.

4.4 Perceptual Segmentation of the Gourmet Consumer

Factor analysis allowed for the identification of three distinct buyer profiles:

- A) **Authenticity-oriented** seeks certification, traceable origin, post-harvest evidence greater willingness to pay (WTP +28%)
- B) **Sensory experience-oriented** responds better to cultural narrative and aesthetic images purchase motivated by emotion and gastronomic symbolism
- C) **Pragmatic profile** needs figures, comparatives, and price-value relationship only buys if risk drops below a certain threshold ($\approx 50\%$) The ideal product for each segment is not the same; therefore, the commercial strategy cannot be either.

4.5 General Interpretation of Results

Empirical evidence confirms five essential principles:

Storytelling attracts; traceability convinces.

Macrophotography functions as a visual sensory substitute.

Certification is the most powerful signal of trust.

The gourmet buyer does not pay more for poetry; they pay more for certainty.

The combination of narrative + proof is the core of modern gourmet marketing.

In summary: digital trust is built with evidence, not with adjectives.

When the consumer feels they are buying not a promise but a demonstrable product, purchase intention increases, risk decreases, and perceived value grows.

Discussion

The research findings confirm that the digital commercialization of fish maw is not sustained solely by sensory attributes, but by the ability to transform technical information into verifiable trust, an aspect that aligns with contemporary models of risk perception in digital gourmet environments (Kotler & Keller, 2022). In markets where the buyer cannot smell, touch, or taste before paying, the decision is not based on sensory experience, but on signals that substitute for that absence. Purchase, therefore, is a cognitive act supported by credibility and reduction of uncertainty (Beltrán & Arcas, 2021).

Storytelling emerges as an attractive mechanism to activate emotions, but the results demonstrate that isolated narrative does not activate purchase, only temporary attention. When the story is integrated with verifiable evidence —species certificate, traceable origin, or macro photography— the discourse becomes demonstration, achieving a transition from interest to real decision (Fog, Budtz & Blanchette, 2020).

This relationship between emotion and evidence confirms what was proposed by Zepeda & Liu (2020), who indicate that narrative is only commercially functional when it facilitates independent verification. The analysis of commercial listings evidences a fragmented ecosystem, where most sellers appeal to sensory descriptions without real substantiation. The absence of documentation increases perceived risk, a phenomenon also identified in studies on gourmet authenticity on Asian platforms (Chen & Guo, 2022). Of the 300 listings evaluated, less than 30% included verifiable traceability, directly correlating with lower interaction rates, fewer clicks, and accelerated abandonment of the purchase process, which aligns with the cognitive abandonment model in digital premium products (Sweeney & Soutar, 2021).

The experiment with 400 consumers confirmed, with empirical evidence, that purchase intention grows when verifiable attributes are presented. Certification increased intention

by 38%, traceable origin by 27%, and macro photography by 22%, results compatible with research on food safety in markets of high symbolic value (EFSA, 2022). It is not the flavor that drives payment—it is demonstrable certainty. The gourmet consumer does not buy based on intuitive trust, but on rational validation supported by traceability (Narteh, 2020).

One of the most relevant contributions is perceptual segmentation. There is no single buyer, but three differentiated profiles: authenticity, experience, and pragmatism. The first values certification and total traceability; the second responds to cultural narrative and visual aesthetics; the third demands economic justification, comparison, and price–value coherence (Li, Pan & Ye, 2023).

This indicates that a seller applying a single discourse loses market; one that integrates narrative + evidence + comparability captures it completely (Salazar-Montejo, 2023). Likewise, the data shows that traceability reduces perceived risk by 41%, and this directly impacts willingness to pay. When the buyer perceives that the product can be validated, they acquire not just food, but cognitive peace of mind. This phenomenon aligns with recent studies on willingness to pay in patrimonial gastronomy (Wirtz & Zeithaml, 2021). In gourmet markets, safety is not an add-on: it is commercial currency. The price is not expensive if it can be proven; the price is suspicious when it cannot be demonstrated (FAO, 2024).

Another critical point is that traceability can be narrated. A QR code is not just a link; it is an extension of the story. A macro photograph is not just an image; it is a visual substitute for touch and smell. When evidence and narrative converge, the story ceases to be a promise and becomes proof, transforming emotion into decision (Fernández & Carvajal, 2023).

Therefore, gourmet marketing cannot operate as sensory poetry—it must operate as a verifiable story. The model is replicable. The results do not belong only to fish maw: they apply to single-origin cocoa, truffles, Geisha coffee, artisanal vanilla, wagyu, or premium seaweed. All share the same dilemma—high value + zero sensory contact = elevated risk. The solution is demonstrated traceability, communicated under a human, cultural, and verifiable narrative (Martínez-Soto, 2023).

If the consumer can see, trace, and confirm, they buy. If they cannot, they suspect—and suspicion kills the sale.

In summary, this discussion validates three structural principles:

Narrative attracts, but traceability convinces.

Trust is not abstract, it is documentary.

The product is not the food—the product is certainty.

When the market demands demonstrable truth, authenticity is not discourse: it is traceable evidence.

Conclusions

The analysis developed in this study demonstrates that the digital commercialization of fish maw—and by extension of any gourmet product of high symbolic value—depends less on the intrinsic quality of the food and more on the seller's ability to convert sensory uncertainty into verifiable trust, a process only possible when narrative marketing is supported by documentary traceability. This finding directly addresses the central problem of gourmet e-commerce: the buyer does not smell, does not touch, does not taste; therefore, they only believe what they can verify (Kotler & Keller, 2022).

The first fundamental conclusion establishes that narrative alone is not sufficient to activate purchase intention, although it can arouse interest, emotion, and cultural recognition. The gourmet consumer is attracted by stories, but only decides when the stories are demonstrable through certifications, traceable origin, and independent visual evidence (Fog et al., 2020). In this way, storytelling is confirmed as an initial, but not decisive, resource: it opens the emotional door, but does not secure the transaction. Narrative communicates; traceability convinces.

Secondly, documentary traceability emerged as the dominant factor in the construction of digital credibility, with demonstrated capacity to reduce perceived risk by up to 41% and increase purchase intention by up to 38%. This means that the gourmet consumer is not paying solely for food, but for cognitive certainty and verifiable commercial security (Zepeda & Liu, 2020). When the seller proves species, origin, and process, the price ceases to be suspicion and becomes measurable value. Thus, the product is transformed into a decision, not a promise. A third conclusive result is the existence of three perceptual consumer profiles:

authenticity-oriented, which prioritizes verifiable evidence;

experience-oriented, guided by cultural narrative and visual aesthetics;

pragmatic, focused on the price-value relationship and economic comparability.

This implies that a single strategy does not serve the entire market. The seller who integrates narrative + proof + economic coherence can capture the totality of demand; one who uses a single approach will be limited to the third that responds to that particular stimulus (Li et al., 2023). Digital gourmet commercialization requires strategic segmentation, not a homogeneous discourse. The fourth conclusion establishes that the narrative marketing model based on traceability is replicable, scalable, and exportable to multiple categories of patrimonial foods. It does not exclusively belong to fish maw. It can be adapted to caviar, wagyu, vanilla, Geisha cocoa, monofloral honey, dehydrated mushrooms, or artisanal cheeses. All share the same perceptive risk: high symbolic value + sensory loss = uncertainty. And all share the solution demonstrated here: documentary evidence + verifiable narrative (FAO, 2024).

Fifthly, the research confirms that trust is not a state but a gradual process. The buyer first observes, then evaluates, then validates, and finally buys. Each layer —image, story, certification, tracking— adds to or subtracts from cognitive security. When the listing lacks evidence, the mind moves quickly. When the listing offers traceability, the mind remains, compares, remembers, and believes (Wirtz & Zeithaml, 2021). In gourmet commerce, mental permanence is the first symptom of conversion. Finally, it is conclusively stated that the true product is not the fish: it is certainty.

Fish maw is tangible, but trust is intangible, and without it, no transaction is possible. What is commercialized is demonstrated authenticity; what is sold is verifiable peace of mind; what the buyer acquires is not just food, but security of origin, process, and cultural dignity. When narration becomes evidence and evidence becomes trust, the product ceases to be a risk and becomes validated gastronomic heritage. In final summary: Narrative captures attention. Traceability reduces risk. The combination of both produces sales. Any digital gourmet commercialization that does not understand this equation is destined to survive in suspicion; whoever understands it will dominate the market.

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