**Front-end:**

* React.js - A popular JavaScript library for building user interfaces. This would be the core framework for building the application's UI and managing the state.
* React Router - A routing library for React that would handle client-side navigation between different pages and components.
* React DnD (Drag and Drop) - A library for adding drag and drop functionality, which would be needed for the 3D file management feature.
* Three.js - A powerful 3D graphics library for rendering and interacting with 3D models in the browser.
* Axios - A HTTP client library for making API requests from the front-end to the back-end.
* Styled Components or Emotion - CSS-in-JS libraries for styling React components.
* Tailwind CSS - A utility-first CSS framework for rapidly building custom designs.

**Back-end:**

* Node.js - A JavaScript runtime for building the server-side application logic.
* Express.js - A web application framework for Node.js that would handle routing, middleware, and API endpoints.
* MongoDB - A NoSQL database for storing customer, retailer, and 3D file data.
* Mongoose - An Object Document Mapping (ODM) library that provides a higher-level abstraction for interacting with MongoDB.
* JWT (JSON Web Tokens) - For implementing secure user authentication and authorization.
* Socket.IO - A real-time communication library for features like live appointment scheduling.

**Deployment:**

* Docker - For containerizing the application and its dependencies for consistent deployments.
* Kubernetes or AWS ECS - Container orchestration platforms for deploying and scaling the application.
* AWS S3 - For storing and serving the 3D model files.
* AWS CloudFront - A Content Delivery Network (CDN) for serving the front-end assets efficiently.

This is a high-level overview of the key packages, frameworks, and technologies that would likely be used to build and deploy the web application you described. The specific implementation details and choices would depend on the team's preferences and the project's requirements.