**Narrative:**

**As a user/client**

**In order** to achieve my goals and satisfy my desires

**I want to** be able to shop in the Nespresso online store, leave a review for the purchased, apply any available discounts, return product for refund. If I encounter any issues, such as a product being out of stock, I want to be notified promptly and provided with suitable alternatives.

**Scenario 1: Order Coffee Machine**

**Given** the user is on the Nespresso online store

**When** the user selects "Coffee Machines"

**And** adds the desired coffee machine to the cart

**And** proceeds to checkout

**Then** the user should see the order confirmation

**And** receive an email with the order details.

**Scenario 2: Leave a Product Review**

**Given** the user has purchased a coffee machine from the Nespresso online store

**When** the user receives the coffee machine

**And** uses it for a period of time

**And** decides to leave a review

**Then** the user navigates to the product page of the purchased coffee machine

**And** selects the option to leave a review

**And** writes a review sharing their experience with the product

**And** rates the coffee machine with a star rating

**And** submits the review

**Then** the review should be successfully posted on the product page

**And** other users should be able to view and read the review

**And** the user should receive a confirmation message regarding the successful submission of their review.

**Scenario 3: Apply Discount Code**

**Given** the user is on the Nespresso online store

**When** the user selects "Coffee Machines"

**And** adds the desired coffee machine to the cart

**And** proceeds to checkout

**And** applies a valid discount code

**Then** the user should see the discounted price

**And** the user should see the updated order total with the discount applied

**And** the user can proceed with the payment.

**Scenario 4: Return Product for Refund**

**Given** the user has purchased a coffee machine from the Nespresso online store

**When** the user decides to return the coffee machine

**And** follows the return process

**Then** the user should receive a return authorization number

**And** the user should be provided with return instructions and shipping label

**And** once the returned coffee machine is received, the user should receive a refund

**And** the user should receive a confirmation email regarding the refund.

**Scenario 5: Offer Alternative Product (Alternative)**

**Given** the user is on the Nespresso online store

**When** the user selects a specific coffee machine

**And** notices that it is out of stock

**Then** the user should see a suggestion for an alternative coffee machine

**And** the user should have the option to select the alternative product

**And** proceeds with the alternative selection

**Then** the user should see the updated order details with the alternative product.

**Scenario 6: Notify User about Product Unavailability (Alternative)**

**Given** the user is on the Nespresso online store

**When** the user searches for a specific coffee machine

**And** the coffee machine is identified as out of stock

**Then** the user should see a notification indicating the product unavailability

**And** the user should be able to sign up for email notifications when the product is back in stock.