

Bug ID: 0001

Title: Incorrect translations on Payment and Delivery section of the website.

Description:

Some texts are displayed incorrectly in Russian language.

Steps to Reproduce:

1. Open the website at <https://tile.expert/en-gb/docs/payment>
2. Change the language to Russian
3. Observe the following translation issues:

The words “damaged materials” are translated incorrectly

Expected Result:

All text should be accurately translated to Russian and correspond to the selected language settings.

Actual Result : Incorrect translations

Severity: Low

Priority: Low

Environment:

- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64
- Language selected: Russian

Attachments:



We promptly replace **the damaged materials** or those of inferior quality at our own expense. Making every effort to minimize such nuisances, we cannot avoid them altogether. If such a problem is revealed within 30 calendar days after order delivery, don't hesitate to contact your customer support specialist, whose contact details are displayed in the shopping cart. We would appreciate your sending us the photos of the delivered materials. It would be easier for us to settle the issue with the insurance company. Anyway, we will replace the damaged goods within the shortest time possible or compensate for their cost (at your choice).



You may cancel or modify your paid order anytime before it is shipped. You are also entitled to return the delivered materials within 30 calendar days of their arrival. We do not accept leftover tiles for return. We collect all the shipped materials in the original and intact manufacturer's packaging. Then, within seven working days after they arrive at our storage, we refund you the total amount paid except the return shipping expenses and keep enhancing the quality of our service.



The compensation for order late delivery is calculated automatically according to the following formula: 0.2 % of the order total for each working day of the delay (starting from the last day of the delivery deadline stated in the contract) and additionally 2 % for every delay/breach of delivery dates but no more than 15 % of the order total.



The standard time of refund for **the damaged materials**, return of the total amount paid in case of order cancellation, and compensation for delayed delivery is 3-5 working days. However, most payments are made within 1-2 working days.



Бой и не устраивающий по качеству товар оперативно меняется полностью за наш счет. Мы стараемся минимизировать такие неприятности, но в каком-то количестве они, к сожалению, неизбежны. Если вы в течение 30 календарных дней с момента доставки обнаружили подобное, сообщите специалисту поддержки, который вел ваш заказ (контакты в корзине). Будем благодарны за присланные фото, которые помогут нам уладить вопрос с застраховавшей груз компанией. В любом случае мы в максимально короткие сроки выполним замену побившихся плиток или выплатим за них компенсацию (на ваш выбор).



Оплаченный заказ можно отменить либо изменить его комплектацию в любой момент до его отправки. Вы имеете право вернуть доставленный заказ в течение 30 календарных дней с момента его получения. Остатки уложенной плитки к возврату не принимаются. Мы забираем весь товар в ненарушенной фабричной упаковке, после его получения на наш склад в течение 7 рабочих дней возвращаем сумму по заказу за вычетом обратной доставки и работаем над тем, чтобы вам все понравилось.



Сумма компенсации за несвоевременную доставку заказа рассчитывается автоматически по следующей формуле: 0,2 % от стоимости заказа за каждый рабочий день просрочки (начиная с дня, следующего за крайней датой подтвержденного срока доставки по договору) и 2 % дополнительно за каждый факт нарушения/сдвига сроков поставки, однако не более 15 % от стоимости заказа.



Сроки возврата средств за **бой**, отмененный заказ и компенсации за несвоевременную доставку составляют стандартно 3-5 рабочих дней, однако большинство выплат производится за 1-2 рабочих дня.

Bug ID: 0002

Title: Interiors are not in “Favorites”

Description:

After adding interiors to the “favorites” tab, they are not shown in it.

Steps to Reproduce:

- 1.Add any interior to favorite
- 2.Go to this tab
- 3.Open your project with recently added interiors

Expected Result:

There are should be interiors inside

Actual Result : Project is empty

Severity: High

Priority: High

Environment:

- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64

Attachments:

Favorites /

(0)

 updated on 18 September 2024 [Share](#)

There are no interiors in this project.

Favorites updated on October 11, 2024

Add project +



New project (5)

Bug ID: 0003

Title: Invalid data in the fields

Description:

Fields like name, surname , street , flat, doesn't show you an error message, when you fill them up with the invalid data :

- Numbers in field where we expecting letters (like name)
- Letters in field where we expecting numbers (like flat/house)

Steps to Reproduce:

- 1.Go to basket
- 2.Fill up the form with invalid information for delivery

Expected Result:

Error message

Actual Result :

Fields allows you to enter everything what you want

Severity: medium

Priority: medium

Environment:


- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64

Attachments:

Mr.

12

33

Phone*  43 226 221 11611

h@y.ch

Delivery Address

BN91 9QD

UK

123

111

bnm

....

Comments on Delivery

Private person

Corporate customer

Please select payment method

Bank Transfer via TransferWise 0 %

VISA

+

2 %

MasterCard

+

5 %

PayPal

+

2.7 %

faster delivery (2 days less)

Subtotal:

21.12 £

Shipping expenses:

£ 557.34

Number of boxes: 1

Weight: 46.00 kg

Please note, small order weight results in high shipping expenses!

Free delivery for orders of samples from 25 €

0.00

Bank Fee:

0.00

Total:

578.46£

VAT excl.

Customers are liable to pay this tax.

I have read and agree to the Privacy Policy and Cookie Policy.

Estimated delivery period

05.11 - 12.11.2024

Under the condition of payment receipt before 11.10.2024

Bug ID: 0004

Title: Server cannot response

Description:

When you chose a huge amount of product in the basket, server is cannot response to you and you gets stuck on the page.

Steps to Reproduce:

- 1.Add any product to the basket
- 2.Increase amount of boxes to enormous level

Expected Result:

Field would have a limit of numbers what you can choose, and process request without errors

Actual Result : 504 error

Severity: Low

Priority: Low

Environment:

- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64

Attachments:

The screenshot displays the TILE.EXPERT website interface, which includes a navigation bar with links like 'CONTRACTORS T&B STORE', 'About Us', 'Payment and Delivery', and 'Contacts'. Below the navigation bar, there's a search bar and a list of products. The product list has columns for product name, brand, price per unit, and quantity. One product, 'Capital Blanco' by Baldocer, is highlighted with a red box around its quantity field, which is set to 10,000.00. To the right of the product list, the browser's developer console is open, showing a '504 Gateway Timeout' error. The error details include the request URL 'https://tile.expert/en-gb/json/buy-order/change', the status code 504, and the response headers.

Product Name	Brand	Price per unit	Quantity	Total Price
24454_Artisan_white_Eq-3	ARTISAN	26.50 €/m²	1.00	26.50 €
24457_Artisan_burgundy_Eq-3	ARTISAN	26.50 €/m²	1.00	26.50 €
Capital Blanco	CAPITAL	11.50 €/m²	10,000.00	115,000.00 €
27228_FsBumeBlack	FS	22.50 €/m²	22.00	495.00 €
24266_FsRue	FS	23.25 €/m²	1.02	23.72 €
24268_FsMarais	FS	23.25 €/m²	1.02	23.72 €

Bug ID: 0005

Title: Non-existent UK postcode

Description:

The system is calculated shipping expenses to a postcode which doesn't exist.

Steps to Reproduce:

- 1.Add any product in the basket
- 2.Fill up all fields, including invalid postcode

Expected Result:

Error after calculating shipping

Actual Result :

Calculating is done

Severity: High


Priority: High

Environment:

- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64

Attachments:

Mr.


Phone*  44

Delivery Address

BNB 1QC

UK

151

Estimated delivery period 

12.11 - 19.11.2024




Under the condition of payment receipt before 13.10.2024


☒ Private person


☐ Corporate customer

Please select payment method

☒ Bank Transfer via TransferWise 0%

☐   +2% 

☐  +5% > faster delivery (2 days less)

☐  +2.7%

Subtotal:


16.80 £

Shipping expenses:

£ 119.88

Number of boxes: 1

Weight: 6.49 kg

Please note, small order weight results in high shipping expenses! 

Free delivery for orders of samples from 25 €

Bank Fee:

0.00

Total:

136.68£

VAT excl.
Customers are liable to pay this tax.

☐ I have read and agree to the [Privacy Policy](#) and [Cookie Policy](#).

Bug ID: 0006

Title: Wrong calculating final price

Description:

Each payment method is giving you wrong final price compare to '0% Bank Trasnfer'

Steps to Reproduce:

- 1.Add any product to the basket
- 2.Try to pay with different payment methods

Expected Result:

Correct total

Actual Result :

Incorrect total

Severity: High

Priority: High







Environment:

- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64

Attachments:

- ☒ Private person
☐ Corporate customer


Please select payment method

- ☒ Bank Transfer via TransferWise 0 %
- ☐   +2 % 
- ☐   +5 % » faster delivery (2 days less)
- ☐  +2.7 %

Subtotal: 201.55 £

Shipping expenses: 216.84 £ 

Number of boxes: 12 Weight: 82.88 kg

Please note, small order weight results in high shipping expenses! 

Bank Fee : 0.00 £

Total: 418.39 £

VAT 20% excluded. Customers are liable to pay this tax 








☐ I have read and agree to the [Privacy Policy](#) and [Cookie Policy](#).

☐ By placing an order you express your consent to be bound by the [General Conditions of Sale](#).
Before payment is made, you are under no obligation to us.

[Pay / Receive Proforma Invoice](#)

- ☒ Private person
☐ Corporate customer


Please select payment method

- ☐ Bank Transfer via TransferWise 0 %
- ☐   +2 % 
- ☒   +5 %  faster delivery (2 days less)
- ☐  +2.7 %

Subtotal: 201.55 £

Shipping expenses: £ 216.84 

Number of boxes: 12 Weight: 82.88 kg

Please note, small order weight results in high shipping expenses! 

Credit Card Fee: +22.02


Total: 440.41£

VAT excl.

Customers are liable to pay this tax.

☐ I have read and agree to the [Privacy Policy](#) and [Cookie Policy](#).

☐ By placing an order you express your consent to be bound by the [General Conditions of Sale](#).
Before payment is made, you are under no obligation to us.







Partial payment 

Pay

$$418.39\text{£} + 5\% = 439.30\text{£}$$

- ☒ Private person
☐ Corporate customer


Please select payment method

- ☐ Bank Transfer via TransferWise 0 %
- ☐   +2 % 
- ☐   +5 % faster delivery (2 days less)
- ☒  PayPal +2.7 %

Subtotal: 201.55 £

Shipping expenses: £ 216.84 

Number of boxes: 12 Weight: 82.88 kg

Please note, small order weight results in high shipping expenses! 

PayPal fee: +11.61

Total: **430.00£**

VAT excl.

Customers are liable to pay this tax.

☐ I have read and agree to the [Privacy Policy](#) and [Cookie Policy](#).








☐ By placing an order you express your consent to be bound by the [General Conditions of Sale](#).
Before payment is made, you are under no obligation to us.

Pay

$$418.39\text{£} + 2.7\% = 429.68\text{£}$$

- ☒ Private person
☐ Corporate customer


Please select payment method

- ☐ Bank Transfer via TransferWise 0 %
- ☒   +2 % 
- ☐   +5 %  faster delivery (2 days less)
- ☐  +2.7 %

Subtotal: 201.55 £

Shipping expenses: £ 216.84 

Number of boxes: 12 Weight: 82.88 kg

Please note, small order weight results in high shipping expenses! 

Credit Card Fee: +8.54

Total: **426.93£**

VAT excl.

Customers are liable to pay this tax.

- ☐ I have read and agree to the [Privacy Policy](#) and [Cookie Policy](#).
- ☐ By placing an order you express your consent to be bound by the [General Conditions of Sale](#).
Before payment is made, you are under no obligation to us.

$$418.39\text{£} + 2\% = 426.76\text{£}$$

Bug ID: 0007

Title: Password error message

Description:

Password field is asking you :“Please use uppercase and lowercase letters, add numbers” , but allows you to sign up ignoring it

Steps to Reproduce:

- 1.Sign up on <https://tile.expert/en-gb/registration>
- 2.Enter the password 1111A or similar

Expected Result:

You cannot sign up before you will not complete all requests

Actual Result :

You can register without one small letter

Severity: Low

Priority: Low

Environment:

- Browser: Google Chrome Version 129.0.6668.100
- OS: Windows 11 pro x64

Attachments:



Регистрация на сайте

Электронный адрес: *

dsgs@ff.cvv

Пароль: *

1111a



Замените одну или две маленькие буквы
большими, добавьте цифры

Подтвердите пароль: *



Доставка в *

Почтовый индекс



Пример: 12345

Требуется для онлайн-расчета стоимости доставки.
Потом настройки можно изменить

Зарегистрироваться

____ У вас уже есть учетная запись? ____

Войти



Регистрация на сайте

Электронный адрес: *

dsgs@ff.cvv

Пароль:*

11111A



Отлично! Такой подойдет! Только не забудьте его

Подтвердите пароль: *



Доставка в *

Почтовый индекс



Пример: 12345

Требуется для онлайн-расчета стоимости доставки.
Потом настройки можно изменить

Зарегистрироваться

_____ У вас уже есть учетная запись? _____

Войти



Registration on Website

Email: *

The "Email" field should be filled

Password:*

Please substitute one or two lowercase letters for those uppercase, and add numbers

Repeat password: *

Delivery to *

Postal Code

Example: 123456

Required for the online calculation of shipping expenses. You may change these settings later

Sign Up

____ Already have an account? ____

Sign In



Регистрация на сайте

Электронный адрес: *

dsgrs@ff.cvv

Пароль: *

11111



Используйте большие и маленькие буквы,
добавьте цифры

Подтвердите пароль: *



Доставка в *

Почтовый индекс



Пример: 12345

Требуется для онлайн-расчета стоимости доставки.
Потом настройки можно изменить

Зарегистрироваться

_____ У вас уже есть учетная запись? _____

Войти