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



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.



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.

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

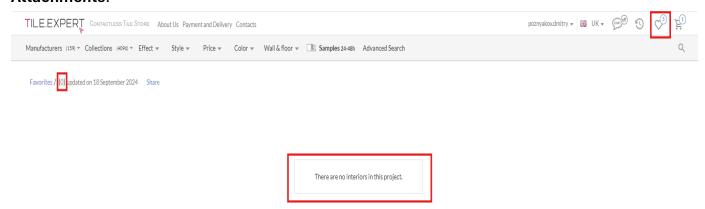
Priority: High

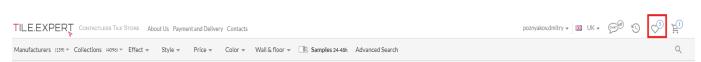
Environment:

• Browser: Google Chrome Version 129.0.6668.100

• OS: Windows 11 pro x64

Attachments:





Favorites updated on October 11, 2024

Add project -



New project (5)

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

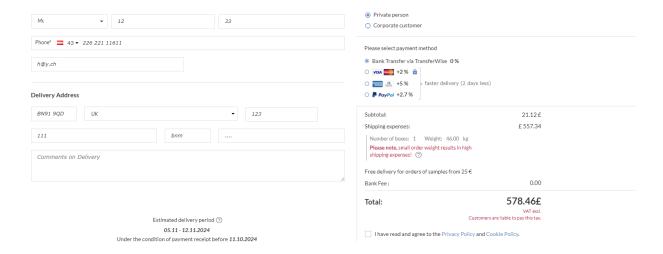
Severity: medium

Priority: medium

Environment:

Browser: Google Chrome Version 129.0.6668.100

• OS: Windows 11 pro x64



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

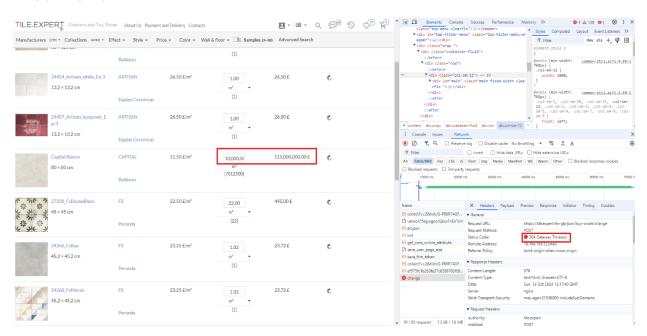
Severity: Low

Priority: Low

Environment:

Browser: Google Chrome Version 129.0.6668.100

OS: Windows 11 pro x64



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

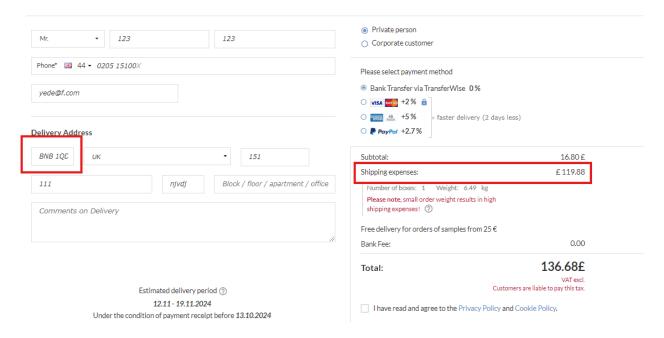
Severity: High

Priority: High

Environment:

Browser: Google Chrome Version 129.0.6668.100

OS: Windows 11 pro x64



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

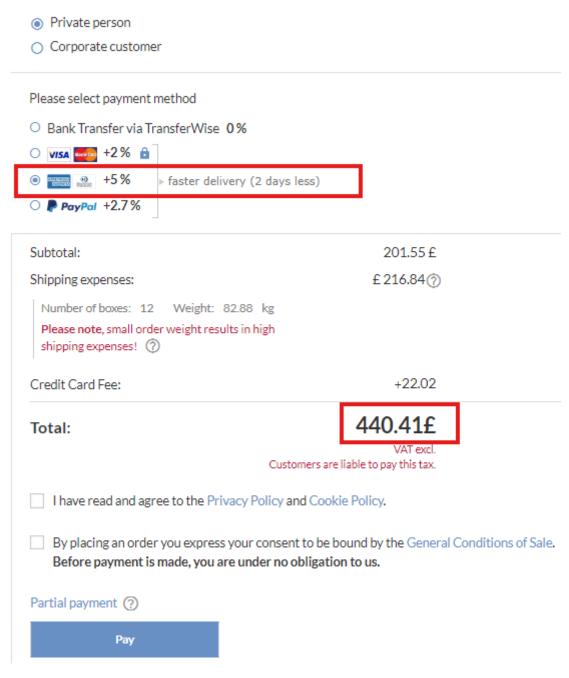
Environment:

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

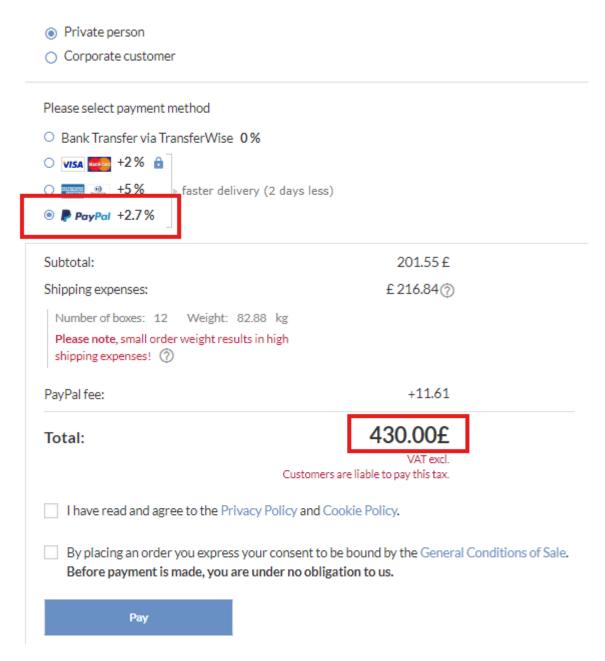
Private person Corporate customer Please select payment method Bank Transfer via TransferWise 0 % O VISA 5 +2% 🔒 O **** +5 % ▶ faster delivery (2 days less) ○ PayPal +2.7% Subtotal: 201.55 £ 216.84 £(?) Shipping expenses: Number of boxes: 12 Weight: 82.88 kg Please note, small order weight results in high shipping expenses! ⑦ 0.00£ Bank Fee: Total: 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.

Attachments:

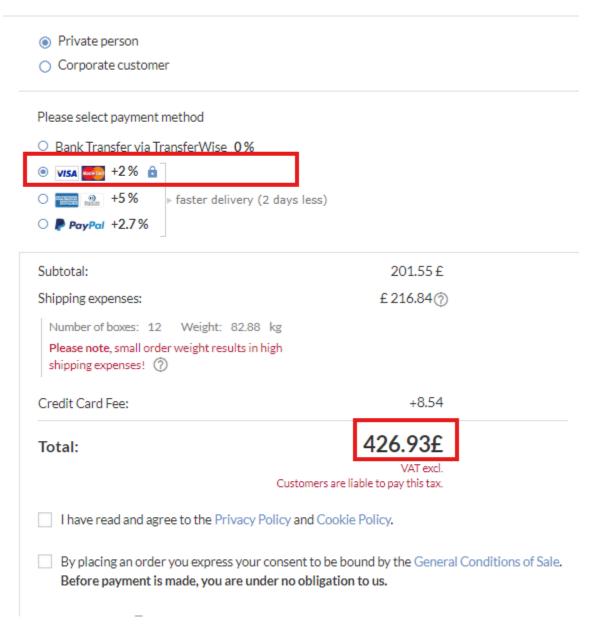
Pay / Receive Proforma Invoice



418.39£+5%=439.30£



418.39£+2.7%=429.68£



418.39£+2%=426.76£

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

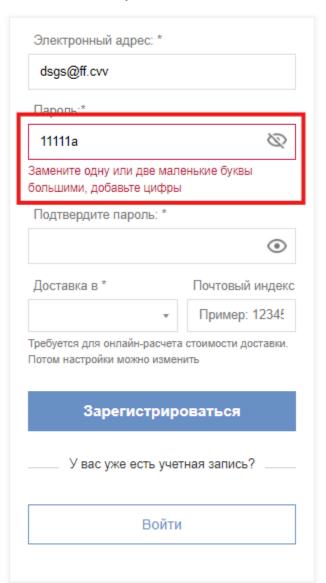
Environment:

• Browser: Google Chrome Version 129.0.6668.100

• OS: Windows 11 pro x64

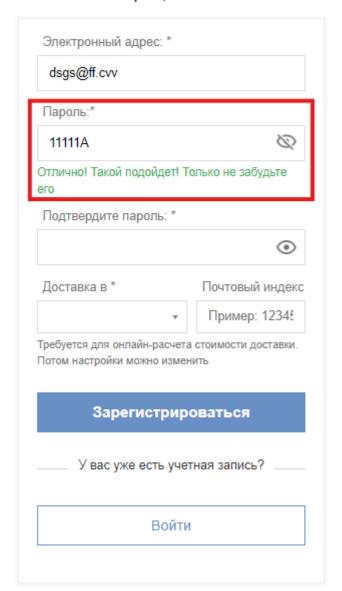


Регистрация на сайте



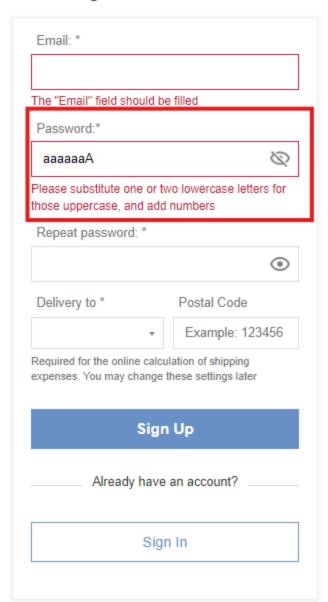


Регистрация на сайте





Registration on Website





Регистрация на сайте

