# Use Case: Refund Ticket

## Description

The admin uses refund ticket to resolve a ticket when the customer has requested a refund for the product and the issue qualifies them for a refund, the admin will receive a positive mark on his profile and the customer will be refunded within 7 days of the issue of the refund.

## Trigger

The admin clicks on the refund ticket button on the customers ticket.

## Primary Actor

The primary actor is the admin who has reviewed the customers refund request.

## Secondary Actors:

* The customer is the secondary actor as he/she will be in communication with the details of the issue and make a case for a refund.

## Preconditions

The admin must be logged into his/her own account. The admin must have carefully reviewed the details of the issue before issuing the refund.

## Main Success Scenario

1. Admin clicks refund ticket button.
2. Admin is met with are you sure option yes/no.
3. Admin selects yes.
4. Admin receives positive mark on his/her profile.
5. An email is sent to the customer confirming the refund of the order and other relevant information.
6. The order is refunded and will be sent back to the customer via the method he/she originally paid and will be retrieved within 7 working days.
7. Ticket is no longer visible to admins/customer in the customer support page and has been deleted from the database.

## Extensions

**Alternative**: Admin selects no in are you sure menu:

1. Admin selects no.
2. Are you sure menu disappears.
3. Page is back to state before button was clicked and nothing changes.

### Success End Condition

The customer receives an email confirming the refund of the order with other relevant details.

The ticket is no longer visible to the customer and admins within the customer support section.

### Security

Only an admin can refund a ticket.