

LOLLIPOPZ WEBSITE							
VERSION NO:				TESTED BY:ANITA JACOB			
VERIFIED BY:				DATE:10/02/2025			
ENVIRONMENTAL DETAILS: GOOGLE CHROME				MODULE NAME:COMPLAINT PAGE			
TEST ID	TEST DESCRIPTION	TEST PROCEDURE	TEST DATA	EXPECTED RESULT	ACTUAL RESULT	STATUS	
LW_CP_001	Verify the Complaint page loads successfully	1. Open the website. 2. Navigate to the Complaint page.	<a href="https://www.lollipopzboutique.com/Home/all_orders">https://www.lollipopzboutique.com/Home/all_orders</a>	The page should load without errors, with visible input fields and buttons.	The page load without errors, with visible input fields and buttons.	Pass	
LW_CP_002	Verify that clicking the "Raise A Complaint" button redirects the user to the correct page.	1.Navigate to the Complaint page. 2.Click on the "Raise A Complaint" button.		The user should be redirected to a page where they can submit the complaint.	The user is redirected to a page where they can submit the complaint.	Pass	
LW_CP_003	Verify that a user can raise a complaint for a specific order using the "Raise a Complaint" button.	1.Navigate to the Complaint page. 2.Locate the order with Order ID 3.Click on the "Raise a Complaint" button. 4.Fill in the required complaint details. 5.Submit the complaint.	Order ID: 750531 Complaint Details: "Product received was damaged."	The complaint should be successfully raised for the specific order, and a confirmation message should be displayed.	The complaint is successfully raised for the specific order, and a confirmation message should be displayed.	Pass	
LW_CP_004	Verify that the customer details like name contact no,email are pre-filled in the complaint form based on the order.	1.Navigate to the "All Orders" page. 2.Locate the order with Order ID 3.Click on the "Raise a Complaint" button. 4.Check if the customer details are pre-filled.	Order ID: 750531	The customer details should be pre-filled in the complaint form.	The customer details is pre-filled in the complaint form.	Pass	
LW_CP_005	Verify that a user can successfully submit a complaint with valid data.	1.Navigate to the Complaint Page. 2.Enter valid data in all required fields like name, contact no, email, category, complaint. 3.Optionally, upload an image. 4.Click on the "Submit" button.	Name: Ajay K Contact No: 9747097615 Email: ot@gmail.com Category: Others Complaint: "Product received was damaged." Image: [Optional]	The complaint should be successfully submitted, and a confirmation message should be displayed.	The complaint is successfully submitted, and a confirmation message should be displayed.	Pass	
LW_CP_006	Verify that the system displays an error message when required fields are left empty.	1.Navigate to the Complaint Page. 2.Leave one or more required fields empty like complaint. 3.Click on the "Submit" button.	Name: Ajay K Contact No: 9747097615 Email: ot@gmail.com Category: Others	The system should display an error message like "Please fill in all required fields."	The system displays an error message like "Please fill in all required fields."	Pass	
LW_CP_007	Verify that a user can successfully submit a complaint with an image upload.	1.Navigate to the Complaint Page. 2.Enter valid data in all required fields. 3.Upload an image file. 4.Click on the "Submit" button.	Name: Ajay K Contact No: 9747097615 Email: ot@gmail.com Category: Others Complaint: "Product received was damaged." Image:complaint.jpg	The complaint should be successfully submitted with the image, and a confirmation message should be displayed.	The complaint is successfully submitted with the image, and a confirmation message should be displayed.	Pass	

LW_CP_008	Verify that the system displays an error message when an invalid image format is uploaded.	1.Navigate to the Complaint Page. 2.Enter valid data in all required fields. 3.Upload an invalid image file. 4.Click on the "Submit" button.	Name: Ajay K Contact No: 9747097615 Email: ot@gmail.com Category: Others Complaint: "Product received was damaged." Image:complaint.pdf	The system should display an error message like "Invalid Image Format."	The system displays an error message for invalid file format.	Pass
LW_CP_009	Verify that the system handles long complaint text correctly.	1.Navigate to the Complaint Page. 2.Enter valid data in all required fields. 3.Enter a very long complaint text eg 1000 characters. 4.Click on the "Submit" button.	Name: Ajay K Contact No: 9747097615 Email: ot@gmail.com Category: Others Complaint:Long Paragraph Image:complaint.pdf	The complaint should be successfully submitted, and the system should handle the long text without issues.	The complaint is successfully submitted, and the system should handle the long text without issues.	Pass
LW_CP_010	Verify that the close button on the complaint form works correctly.	1.Navigate to the Complaint Page. 2.Open the complaint form by clicking on "Raise a Complaint." 3.Click on the close button.		The complaint form should close without submitting any data.	The complaint form can close without submitting any data.	Pass