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| **Use Case ID:** | 31 | | | |
| **Use Case Name:** | Return Goods | | | |
| **Created By:** | Yash Sukhwani | | **Last Updated By:** |  |
| **Date Created:** | 29/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | A customer can return sold product it will be updated in the inventory. In case of third party merchant it will returned directly through third party interface. | | |
| **Trigger:** | | The functionality of returning goods will be triggered when customer will receive wrong or damaged product. | | |
| **Preconditions:** | | **Customer should buy and receive the product.** | | |
| **Post conditions:** | | Customer will get refund after returning the product. | | |
| **Normal Flow:** | | 1. Customer will buy the product.  2. Customer will receive damaged or wrong product.  3. Customer will request for return.  4. Customer’s product will be returned and will receive refund as soon as possible. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | 1: In step 3 if customer is not allowed to return the product-  1a: Deadline for returning product has been passed.  1b: No return policy is available for the product | | |
| **Includes:** | | Steps 1-2 in the normal flow would be required for returning the product. | | |
| **Frequency of Use:** | | Customer can return a product once. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | Customer returns the product. | | |
| **Notes and Issues:** | | Maximum time limit for returning the product. | | |