Boundary Value Analysis For KPOP MERCHINDIA
(https://www.kpopmerchindia.in/)

Area	Boundary Condition	Expected Behaviour
Email ID	Field left blank	error: "Email is required"
	Invalid format (e.g., missing @, no domain)	error: "Enter a valid email address"
	Input with <5 characters (e.g., a@b)	error: "Invalid email address"
	Input with 50+ or even 100+ characters	Input accepted — No length restriction enforced
	Input with valid email format	Accepted if credentials are correct
Password	Field left blank	error: Password is required
	Less than 8 characters	needs improvement: should restrict short input
	≥8 characters with valid format	Acceptable input
	Valid input but incorrect password	Error: Incorrect email or password
Login Button	Clicked with both fields empty	Show field validation errors
	Clicked with only one field filled	Show error on the blank field
	Clicked with both fields filled but invalid credentia	error: "Invalid email"
	Clicked with both fields filled and valid credentials	Successful login; redirect to dashboard/home
Social Login	Clicked on "Continue with Google"	Redirects to Google OAuth popup
	Clicked "Continue with Facebook"	Redirects to Facebook OAuth login popup
Forgot Password?	Clicked on "Forgot Password?"	Redirects to password recovery page

Area	Boundary Condition	Expected Behaviour
First Name	Should allow limited characters only	Error if left blank
	Should allow alphabets only	
Last Name	Should allow limited characters only	Error if left blank
	Should allow alphabets only	
Email ID	Must match email format (abc@xyz.com)	Show error on incorrect format
Phone No.	Exactly 10 digits, numeric only	Validation should display error for less/more digits
Password	Accepts password matching with confirm password field	Error if left blank
		Gives error if password and confirm password fields doesn't matches each other
Confirm Password	Accepts password matching with password field	Error if left blank
		Gives error if assword and confirm password fields doesn't matches each other
Referral Code	Accepts only valid referral codes as per system norm	For invalid referral code it should give error

Area	Boundary Condition	Expected Behavior
Message Length – Minimum	Minimum characters > 0 (no empty/blank allowed)	Should block empty or blank messages with an error/notification
Message Length – Valid Short	Typical valid short message, e.g., "Hello" (5 characters)	Should send and display message normally
Message Length – Beyond Limit	>300 characters (e.g., 301 chars)	Should handle gracefully without crash; either truncate or show error
Message Length – Maximum Valid	Accept up to 300 characters without crash	Should send message successfully and display without truncation
Input Content – Valid Characters	Alphanumeric and allowed symbols	Should send successfully
Input Content – Gibberish / Invalid	Random characters or only symbols (@#$%^&*(), ...)	Should ignore or respond with fallback; no crash
Session Retention	Minimize and reopen chat	Previous messages should remain visible
Device Responsiveness	Desktop vs Mobile	Chat UI should adapt responsively without layout breakage

Stability	Any allowed or disallowed input	Should never crash or freeze

Area	Boundary Condition	Expected Behavior
Footer Visibility	Present on all pages (Homepage, Product page, Cart, etc.)	Footer must load and be fully visible without layout breaks
Sections Display	Must show Newsletter, MENU, ACCOUNT, COMPANY	All sections appear with proper headings and links
Icon Display	Must display Secure Payment, Quality, Shipping icons	Icons load without distortion or missing images
Subscribe Button – With Email	If email field exists and contains valid email format	On click, should show success feedback or subscribe confirmation
Subscribe Button – Without Email	If no email field or left blank	Should give feedback (popup/alert) or disable button
Subscribe Button – Invalid Email	If entered email format is wrong (abc@, test@com)	Should display error and not proceed
Layout on Desktop	Footer aligns properly in desktop resolution	Sections and icons should be readable, no overlap
Layout on Mobile	Footer adapts to mobile screen size	Elements stack or adjust; no cut-off content

Area	Boundary Condition	Expected Behavior
Order ID – Valid Format	Must be only numbers, 6–9 digits (e.g., 54108720)	System accepts input and proceeds to fetch tracking details
Order ID – Too Short	Less than 6 digits	Show error message: "Order ID too short"
Order ID – Too Long	More than 9 digits	Show error message: "Order ID too long"
Order ID – Contains Letters/Symbols	Any non-numeric characters present	Show error message: "Order ID must contain only numbers"
Email – Valid Format	Must end with @gmail.com (e.g., abc@gmail.com)	Accept input and proceed
Email – Invalid Format	Missing @gmail.com or incorrect format	Show error: "Invalid Email Address"
Empty Fields	Order ID or Email field left blank	Show error or disable "Track" button
Layout on Desktop	Page aligns properly in desktop resolution	All fields and buttons visible without overlap
Layout on Mobile	Adapts to mobile screen size	Elements stack neatly; no cut-off content

Area	Boundary Condition	Expected Behavior
Email-id	Should allow limited characters only	Error if left blank
	Should allow alphabets with '@' symbol.	Error if not included '@' symbol.
OTP	Should allow limited numbers received via email only	Error if OTP mismatch.
New Password	Should be a combination of letters, special characters a	Not accepted if not followed.
Confirm Password	Should be the same as the new password.	Error if password mismatch.

Area	Boundary Condition	Expected Behaviour
"Like it / Share it" section on Product Page	User scrolls to the section and clicks Facebook icon	Facebook share page opens in a new tab/window
"Like it / Share it" section on Product Page	User clicks Twitter icon	Twitter share page opens in a new tab/window
"Like it / Share it" section on Product Page	User clicks Email icon	Default email client opens with a new message containing the product link
"Like it / Share it" section on Product Page	User clicks Copy Link icon	Product URL is copied to clipboard and a confirmation message ("Link copied") is displayed
Layout on Desktop	Page in desktop resolution	"Like it / Share it" section aligns properly; all icons visible without overlap
Layout on Mobile	Page in mobile resolution	Section adapts to mobile screen size; icons stack neatly; no cut-off content