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| **USE CASE** | Customer making a return |
| **Goal in Context** | Customer is returning an item previously purchase |
| **Scope and Level** | Company |
| **Preconditions** | Item(s) previously purchased at this store |
| **Success End Conditions** | Customer has money, we have faulty goods |
| **Failure End Conditions** | Customer has faulty goods |
| **Primary, Secondary Actors** | Customer, Manager |
| **Trigger** | Customer returns item(s) to manager |
| **Description** | **Steps and Actions:**   1. Customer returns item(s) to manager 2. Manager inputs information to system 3. Manager gives refund to customer |
| **Priority** | Top |
| **Performance** | 5 minutes |
| **Frequency** | 10/day |
| **Due Date** | Release 1.0 |