[Shops](sid\*, name);

[Products](pid\*, name, description);

[Manufacturers](mid\*, name, country);

[Category](cid\*, name);

[Users](uid\*, name, address);

[Coupons](batch\_number\*, reward, validity\_period);

[Employees](eid\*, name, monthly\_salary);

[Complaints](complain\_id\*, details, status);

<makes>();

Products ==> makes;

Manufacturers --- makes;

[<sells>](quantity, price);

Shops --- sells;

Products --- sells;

<belongsTo>();

Products ==> belongsTo;

Category --- belongsTo;

<parentCategory>();

Category --> parentCategory[child];

Category --- parentCategory[parent];

[<orders>](oid\*, hasCoupon, status, delivery\_date, shipping\_cost, address, total\_cost, quantity);

sells --- orders;

Users --- orders;

<reviews>(ratings, comment);

Users --- reviews;

orders --> reviews;

[<rewarded>]();

Users --- rewarded;

Coupons --- rewarded;

<applied>();

orders --> applied;

rewarded --> applied;

<refunds>(quantity, date, status, reason);

Employees --- refunds;

orders --- refunds;

<files\_complaint>();

Employees --- files\_complaint;

Complaints ==> files\_complaint;

Users --- files\_complaint;

[order\_complaint](oid);

[shop\_complaint](sid);

[user\_complaint](uid);

Complaints ==> {order\_complaint, shop\_complaint, user\_complaint};