1. Scenario Overview

System: **M·A·C Cosmetics Brazil (Web)**

Feature: **M·A·C Lover Loyalty Program (Level Upgrade + Checkout Flow)**

As a M·A·C customer enrolled in the **loyalty program**, users should receive automatic gifts when upgrading their loyalty level and be able to **complete the purchase without disruption.**

---

2. Test Scenario (Gherkin)

Scenario: **Out-of-stock gift blocks checkout and triggers incorrect error message**

Given the user has a **M·A·C Lover Level 1** account
And adds products to the cart reaching the required amount to upgrade their loyalty level
And the system upgrades the account to **Level 2 – "M·A·C Real Lover"**
And the system automatically adds loyalty gifts to the cart
And one of the gifts is out of stock

When the user attempts to remove the gift
Then the **"Remove"** button shows inconsistent behavior:
 — Infinite loop, **or**
 — The item appears to be removed but is added back at the next step

And when the user attempts to proceed to the **address/shipping step**
Then the system **blocks the checkout**
And displays an incorrect error message: **"Shipping is not available for your address."**

3. Bug Summary

Issue:

 An out-of-stock loyalty gift cannot be removed from the cart after a loyalty level upgrade.

Impact:

- Checkout flow is blocked

- User receives a misleading shipping error

- Direct impact on conversion and user experience

Expected Behavior:

- Out-of-stock gifts should not be added to the cart

- The remove action should permanently remove the item

- Checkout should continue normally or display a clear inventory-related message

Root Cause Hypothesis:

The checkout failure is caused by incorrect handling of out-of-stock loyalty gifts during automatic level upgrades, not by shipping rules.

Additional Validation

To isolate the root cause, a secondary test was performed using a new account without sufficient points to trigger a loyalty level upgrade.

In this scenario, no free gifts were added to the cart and the checkout flow was completed successfully, confirming the issue is related to the loyalty upgrade and automatic gift logic.