## Users

| Id | int | PK |
|---|---|---|
| Name | string | |
| Email | string | |
| Phone | string | |
| Address | string | |
| Role | string | Customer, Employee, Admin |

## UserDetails

| UserId | int | FK |
|---|---|---|
| Password | byte[] | |
| PasswordHashKey | byte[] | |
| Status | string | Active or Disabled |

## Products

| ProductId | int | PK |
|---|---|---|
| Name | string | |
| Description | string | |
| Price | decimal | |
| Stock | int | |
| ProductStatus | string | Fresh or Refurbished |

## ProductItems

| SerialNumber | string | PK |
|---|---|---|
| ProductId | int | FK |
| Status | string | Available or Refurbished or Ordered or Refunded |

## Policies

| PolicyId | int | PK |
|---|---|---|
| ProductId | int | FK |
| Policy | string | Warrenty, Return, Replacement |
| Duration | int | Days for policy |

## Orders

| OrderId | int | PK |
|---|---|---|
| UserId | int | FK |
| OrderDate | datetime | |
| TotalAmount | decimal | |
| OrderStatus | string | Pending / Delivered |

## OrderProducts

| OrderId | int | FK |
|---|---|---|
| ProductId | int | FK |
| Price | decimal | |
| SerialNumber | string | FK |

## Payment

| PaymentId | int | PK |
|---|---|---|
| OrderId | int | FK |
| PaymentDate | datetime | |
| TransactionId | string | Transaction id from the payment gateway |
| Amount | decimal | |

## ReturnRequest

| RequestId | int | PK |
|---|---|---|
| UserId | int | FK |
| OrderId | int | FK |
| ProductId | int | FK |
| SerialNumber | string | FK |
| RequestDate | datetime | |
| ReturnPolicy | string | What user wants return, replacement, warrenty claim |
| Process | string | What finally happened (refunded, replaced, repaired) |
| Feedback | string | Final feedback provided to the customer |
| Reason | string | Reason for return |
| Status | string | Pending, Processing, Closed |
| ClosedBy | int | FK |
| ClosedDate | datetime | |

## RefundTransaction

| RefundTransactionId | int | PK |
|---|---|---|
| RequestId | int | FK |
| TransactionDate | datetime | |
| TransactionAmount | decimal | |
| TransactionId | string | Transaction id from the payment gateway |