**Test case 1:** Verify the Header Elements on the Bugaboo Consumer Contact Page

Preconditions:

* User has accessed the "https://service.bugaboo.com/s/consumer-contact?selectedItem=Consumer\_Contact\_Form\_\_c&language=en\_US" page.
* The browser is compatible with the application.

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| Steps | Expected Result |
| **1.** Open the page and verify the visibility of the header at the top of the page. | The header should be clearly visible without being cut off or hidden. |
| **2.** Check if the Bugaboo logo is present in the header and clickable. | The user should be redirected to the homepage when clicked. |
| **3.** Check if navigation link “Back to shop” is visible and functional. | Navigation link should be visible and direct users to the Bugaboo homepage when clicked. |
| **4.** Verify that the header is visible and properly aligned across different screen sizes (desktop, tablet, and mobile view). | The Header should adapt responsively to different screen sizes. |

**Test case 2:** Verify the Body Elements on the Bugaboo Consumer Contact Page

Preconditions:

* User has accessed the "https://service.bugaboo.com/s/consumer-contact?selectedItem=Consumer\_Contact\_Form\_\_c&language=en\_US" page.
* The browser is compatible with the application.

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| Steps | Expected Result |
| **1.** Check if the consumer contact form is present on the body of the page. | The contact form should be visible. |
| **2.** Check if breadcrumb is present and is clickable. | The user should be redirected to the homepage when clicking “Home” from the breadcrumb. |
| **3.** Check if “We’re here to help” section is visible. | Title, subtitle and question with dropdown menu should be visible. |
| **4.** Verify that “Submit” button is visible and functional. | Submit button should be visible and once user hit the submit button that request should be proceeded. |
| **5.** Verify that Instagram icon and text box are visible and clickable. | The user should be redirected to the Bugaboo Instagram page. |
| **6.** Verify that Facebook icon and text box are visible and clickable. | The user should be redirected to the Bugaboo Facebook page. |
| **7.** Verify that the body is visible and properly aligned across different screen sizes (desktop, tablet, and mobile view). | The body should adapt responsively to different screen sizes. |

**Test case 3:** Verify the Footer Elements on the Bugaboo Consumer Contact Page

Preconditions:

* User has accessed the "https://service.bugaboo.com/s/consumer-contact?selectedItem=Consumer\_Contact\_Form\_\_c&language=en\_US" page.
* The browser is compatible with the application.

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| Steps | Expected Result |
| **1.** Scroll to the bottom of the page and locate the footer section. | The footer should be visible at the bottom of the page. |
| **2**. Verify that the footer contains the following sections and elements: Customer Service (Support link, Register your product link, Returns link, Retail portal link, Product Recall link, Warranty link), About Us (We are Bugaboo link, Sustainability link, Bugaboo jobs, Press link, Blog link) and Drop Of (Find a retailer link). | Click on each link and verify that it navigates to the correct page. |
| **3.** Ensure that the footer displays the correct Contact Us Working day and time. | The footer should include the correct working days and working hours information. |
| **4.** Verify the “Update Your Location” section is visible and ensure that user can change country and language. | By clicking the country name update your modal location box should appear. Country and Language dropdown menus should be functional, ‘Confirm’ button as well. |
| **5.** Ensure that the footer displays the correct copyright information (© 2023 | Bugaboo International BV") and Terms and Conditions link, Privacy policy link, Cookies statement link, Disclaimer link. | The footer should include the correct copyright information and the links in the footer should lead to the correct destinations. |
| **6.** Verify that the footer is visible and properly aligned across different screen sizes (desktop, tablet, and mobile view). | The footer should adapt responsively to different screen sizes. |

**Test case 4:** Verify the “We're here to help” is Displayed correctly

Preconditions:

* User has accessed the "https://service.bugaboo.com/s/consumer-contact?selectedItem=Consumer\_Contact\_Form\_\_c&language=en\_US" page.
* The browser is compatible with the application

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| Steps | Expected Result |
| **1.** Verify that the “Select the topic of your question” with dropdown menu is displayed and is clickable. | Users should choose one topic from the dropdown menu. |
| **2.** Select one topic from step 1. | After selecting the topic, a list of questions should appear. |
| **3.** Verify that FAQ questions are displayed and are clickable. | Each question should be clickable and after clicking, the question should be expanded with answer. |
| **4.** Verify that the following message is display: “Not what you're looking for? Click "Next" to provide us with more info.” And warning message: “Please choose a question.” | The first message should be with black font-color and should be above the second message. The second message should be in red font-color. |
| **5.** Verify that the “Next” button is displayed and is functional. |  |
| **6.** Verify that the form is visible and properly aligned across different screen sizes (desktop, tablet, and mobile view). | The form should adapt responsively to different screen sizes. |

**Test case 5:** Validate "Please enter your serial number" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The "Please enter your serial number" field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Please enter your serial number" field and verify that it is marked as required (typically with an asterisk next to it). | The field is located. |
| **2.** Submit the form to test the validation for an empty required field. | The form should not be submitted, and an error message should appear, indicating the serial number is required (e.g., "Please enter your serial number"). |
| **3.** Enter invalid serial numbers (e.g., alphanumeric values, special characters, or incorrect length) and submit the form to verify the error message and validation. | If an invalid serial number is entered (e.g., containing non-numeric characters or exceeding the length limit), an appropriate error message should appear (e.g., "Invalid serial number format"). |
| **4.** Enter a valid serial number in the field. | The "Serial Number" field should accept a valid serial number in the correct format. |

**Test case 6:** Validate "No serial number" checkbox

Preconditions:

* The user is on the Consumer Contact Form page.
* The " No serial number " checkbox is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "No serial number" checkbox. | No serial number checkbox is located. |
| **2.** Tick the checkbox for no serial number. | No serial number is clicked. |
| **3.** Ensure that “Please enter your serial number” field disappeared from the form. | The “please enter your serial number” field should disappear. |
| **4.** Untick the checkbox for no serial number. | The “please enter your serial number” field should appear. |

**Test case 7:** Validate "Purchase Date" date picker

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Purchase Date" date picker is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "No serial number" checkbox. | The purchase date picker is located. |
| **2.** Submit the form to test the validation for an empty required field. | The form should not be submitted, and an error message should appear, indicating the Purchase Date is required (e.g., "Please enter your Purchase Date"). |
| **3.** Select the Purchase date from the date picker. | A proper date is selected. |
| **4.** Choose the Purchase location. | Online or Shop one of those options should be selected. |

**Test case 8:** Validate " Description" text area

Preconditions:

* The user is on the Consumer Contact Form page.
* The "Description" text area is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Description" text area field. | The "Description" text area should allow users to enter text comfortably. |
| **2.** Leave the "Description" field empty and submit the form to verify that the system handles empty fields appropriately. | If the "Description" field is mandatory, submitting the form without entering any text should trigger an error message indicating that the field cannot be left blank (e.g., "Please enter a description"). |
| **3.** Enter a description that exceeds the character limit (if any) and verify that the system either truncates the text or displays an error message. | If the text area has a character limit (e.g., 500 characters), the system should either restrict input beyond this limit or display an appropriate error message (e.g., "Maximum character limit exceeded"). |
| **4.** Enter a valid description. | The field should accept a valid description and submit successfully if the form is valid. |

**Test case 9:** Validate " First Name" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " First Name " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "First Name" field. | The field is located. |
| **2.** Enter invalid values into the "First Name" field. | The "First Name" field should reject invalid input, such as numbers, special characters, or single letters, with an appropriate error message (e.g., "Please enter a valid first name"). |
| **3.** Leave the "First Name" field empty and try to submit the form to check if an error message is triggered for the required field. | If the "First Name" field is left empty, the form should not be submitted, and an error message should appear (e.g., "First Name is required"). |
| **4.** Enter a valid first name. | The "First Name" field should accept a valid name without errors. |

**Test case 10:** Validate "Last Name" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Last Name " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the “Last Name" field. | The field is located. |
| **2.** Enter invalid values into the "Last Name "field. | The "Last Name" field should reject invalid input, such as numbers, special characters, or single letters, with an appropriate error message (e.g., "Please enter a valid first name"). |
| **3.** Leave the “Last Name" field empty and try to submit the form to check if an error message is triggered for the required field. | If the "Last Name" field is left empty, the form should not be submitted, and an error message should appear (e.g., "First Name is required"). |
| **4.** Enter a valid first name. | The " Last Name" field should accept a valid name without errors. |

**Test case 11:** Validate " Email" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Email " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Email" field. | The field is located. |
| **2.** Leave the "Email" field empty and try to submit the form to verify that it triggers an error message (if the email field is required). | If the "Email" field is left empty, an error message should appear, such as "Email is required." |
| **3.** Verify that after each invalid email input, the system triggers an appropriate error message (e.g., "Please enter a valid email address"). | For invalid email formats (e.g., missing @, multiple @ symbols, or invalid characters), the system should display an appropriate error message, such as "Please enter a valid email address. |
| **4.** Verify that the "Email" field accepts only one email address at a time and does not accept multiple email addresses separated by commas. | The field should not accept multiple email addresses or any non-email formats. |
| **5.** Enter a valid email address | The form should be submitted successfully when a valid email is entered. |

**Test case 12:** Validate "Verify Email" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Verify Email " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Email" and "Verify Email" fields. | Both fields are located. |
| **2.** Attempt to submit the form with mismatched email addresses. | The error message should remain visible until the user corrects the mismatch and submits the form again. |
| **3.** Verify that an error message is displayed, indicating that the emails do not match. | If the "Email" and "Verify Email" fields contain different email addresses, the form should not be submitted, and an appropriate error message should appear near the "Verify Email" field (e.g. "The email addresses do not match"). |
| **4.** Enter the same email address in the "Verify Email" field. | When both the "Email" and "Verify Email" fields contain the same valid email address, the form should be successfully submitted without any errors. |

**Test case 13:** Validate " Phone" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Phone " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Phone" field. | The phone number field is located. |
| **2.** Enter invalid phone numbers with various formats and verify that the system displays an appropriate error message. | The system should display an error message when an invalid phone number is entered (e.g., "Please enter a valid phone number"). |
| **3.** Leave the "Phone" field empty and attempt to submit the form to verify that an error message is triggered (if the field is mandatory). | If the "Phone" field is left empty, an error message should appear indicating that the phone number is required (e.g., "Phone number is required"). |
| **4.** Enter a valid phone number. | International phone numbers, if supported, should be accepted in the correct format with a valid country code. |

**Test case 14:** Validate "Street Address 1" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Street Address 1 " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Street Address 1" field. | Field located. |
| **2.** Leave the "Street Address 1" field empty and attempt to submit the form to verify that an error message is triggered (if the field is mandatory). | If the "Street Address 1" field is left empty, an error message should appear indicating that the field is required (e.g., "Street address is required"). |
| **3.** Enter an invalid address format in the "Street Address 1" field. | The system should accept a valid street address format and reject invalid addresses such as just numbers or only text, with an appropriate error message (e.g., "Please enter a valid street address"). |
| **4.** Enter a valid street address. | The "Street Address 1" field should accept a valid street address. |

**Test case 15:** Validate " Street Address 2" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Street Address 2 " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Street Address 2" field. | Field located. |
| **2.** Leave the "Street Address 2" field empty. | The "Street Address 2" field should allow the input of optional data and submit the form successfully even if it is left empty. |
| **3.** Enter an invalid address format in the "Street Address 2". | The system should accept a valid street address format and reject invalid addresses such as just numbers or only text, with an appropriate error message (e.g., "Please enter a valid street address"). |
| **4.** Enter a valid address at “Street Address 2". | When a valid value is entered, the form should be submitted successfully without any issues. |

**Test case 16:** Validate "City" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " City " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "City" field. | Field located. |
| **2.** Leave the "City" field empty. | If the "City" field is left empty, the form should not be submitted and should display an error message indicating the field is required (e.g., "Please enter a city"). |
| **3.** Enter invalid city names. | The system should reject invalid input such as numeric values ("12345") or special characters ("@@$$#") and prompt an appropriate error message (e.g., "Please enter a valid city name"). |
| **4.** Enter a valid city name. | The "City" field should accept valid city names. |

**Test case 17:** Validate "Country" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Country " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Country" field. | Field located. |
| **2.** Leave the "Country" field empty. | If the "Country" field is left empty, an error message should appear indicating that the field is required (e.g., "Please select a country"). |
| **3.** Select “None” from the list. | If the "Country" field is “None”, an error message should appear indicating that the field is required (e.g., "Please select a country"). |
| **4.** Select a valid country. | The "Country" field should allow the user to select a valid country from the provided list. |

**Test case 18:** Validate "Upload Files" field

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Upload Files " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Upload Files" field. | Field located. |
| **2.** Upload an unsupported file type. | The system should reject unsupported file types. |
| **3.** Upload multiple files. | The field should allow multiple file uploads (if supported), and the files should be uploaded correctly. |
| **4.** Upload a file with spaces or special characters in the filename. | The system should handle files with spaces or special characters in the filename appropriately, either by allowing the upload or providing an error message for invalid filenames. |
| **5.** Leave the "Upload Files" field empty. | If the "Upload Files" field is left empty, the form should be submitted successfully without any errors, as the field is optional. |
| **6.** Upload a valid file. | The "Upload Files" field should allow file uploads when a valid file is selected, and the form should be submitted successfully with the uploaded file. |

**Test case 19:** Validate Captcha

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Captcha " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the CAPTCHA checkbox. | Field located. |
| **2.** Leave the CAPTCHA checkbox unticked. | If the CAPTCHA checkbox is left unticked, the form should not be submitted and should display an error message indicating that the CAPTCHA validation is required (e.g., "Please verify that you are not a robot"). |
| **3.** Revalidate after CAPTCHA failure. | The CAPTCHA validation should prevent bot-like submissions and ensure the form cannot be submitted without manually interacting with the checkbox. |
| **4.** Tick the CAPTCHA checkbox. | The CAPTCHA checkbox should function as intended: if the user ticks the checkbox, the form should submit successfully without triggering any CAPTCHA-related errors. |

**Test case 20:** Validate "Next" button

Preconditions:

* The user is on the Consumer Contact Form page.
* The " Next " field is visible and accessible.

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| Steps | Expected Result |
| **1.** Locate the "Next" button. | Field located. |
| **2.** Click the "Next" button with mandatory fields missing. | If any required fields are missing, invalid, or incomplete, the "Next" button should trigger appropriate error messages, and the form should not be submitted. |
| **3.** Click the "Next" button with CAPTCHA not completed. | If CAPTCHA is not completed (in the case of a checkbox or image-based CAPTCHA), the "Next" button should trigger an error message (e.g., "Please verify that you are not a robot") and prevent form submission. |
| **4.** Click the "Next" button with all required fields correctly filled. | If all required fields are correctly filled, clicking the "Next" button should successfully proceed to the next step or submit the form without errors. |