**Functional Requirements**

* User Account Management:
  + Create, edit, and delete user accounts
  + Manage account information, such as name, email address, and password
  + Reset forgotten passwords
* Product Catalog Management:
  + Create, edit, and delete product listings
  + Categorize products and add product descriptions
  + Manage product pricing, inventory levels, and images
* Shopping Cart Functionality:
  + Add and remove items from the shopping cart
  + Apply discounts and promotional codes
  + Manage cart contents and proceed to checkout
* Checkout and Payment Processing:
  + Securely process payments using various payment gateways
  + Provide order confirmation and order tracking information
  + Handle order cancellations and refunds
* Customer Support Management:
  + Provide multiple channels for customer support, such as email, chat, and phone
  + Manage customer inquiries, complaints, and feedback
  + Provide order status updates and delivery notifications
* Administrative Management:
  + Manage user accounts and access levels
  + Oversee product catalog management and order processing
  + Generate reports and analyze website traffic

**Non-Functional Requirements**

* Performance:
  + Fast page load times and transaction processing speeds
  + Scalability to handle peak traffic and product growth
  + Maintain consistent performance across different devices and browsers
* Security:
  + Protect user data, financial transactions, and system integrity
  + Implement robust security measures against unauthorized access, data breaches, and cyberattacks
  + Comply with data privacy regulations and industry standards
* Usability:
  + Intuitive and user-friendly interface for easy navigation and product discovery
  + Clear and consistent product descriptions and pricing information
  + Seamless shopping cart and checkout experience
  + Responsive design for optimal viewing on different devices
* Reliability:
  + Maintain high availability and uptime to ensure continuous access for users
  + Implement error handling and recovery mechanisms to minimize downtime and disruptions
  + Regularly monitor and maintain the website to prevent performance issues
* Maintainability:
  + Well-structured codebase for easy maintenance and updates
  + Clear documentation and guidelines for future development
  + Regular testing and bug fixing to ensure optimal performance and stability