# Use Case List

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| **Use Case ID** | **Primary Actor** | **Use Cases** |
| 32 | Merchant | Refund money |
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|  |  |  |

# Feature Name (Refund money)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 32 | | | |
| **Use Case Name:** | Refund Money | | | |
| **Created By:** | Vikas Goyal | | **Last Updated By:** |  |
| **Date Created:** |  | | **Last Revision Date:** |  |
| **Actors:** | | Merchant | | |
| **Description:** | | A user can anytime return sold products and after verification of products by admin, money will be refunded to the customer | | |
| **Trigger:** | | When customer select that product which he want to return, then we have to execute this use case. | | |
| **Preconditions:** | | 1. Customer should have an account on CapStore. 2. Customer will login to his account. 3. He/She should order that product. 4. The product is successfully delivered to the customer. | | |
| **Postconditions:** | | 1. Customer has received the refund money. 2. Refunded money is added to the Customer’s account. | | |
| **Normal Flow:** | | 1. Customer should have an account on Capstore. 2. Customer login to his account. 3. He/She should have the product in his ordered list. 4. He/She selects the Product which he want to return. 5. Then admin verifies if that product is in good condition and check whether it is the same product that is delivered. 6. Then the refundable amount is debited from the merchant’s Account. 7. And Credited to the Customer’s Account. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | 3A. In step 3 of the normal flow, if admin declines the verification   1. Then customer receives the message that the product cannot be returned. 2. And no money is refunded | | |
| **Includes:** | | Steps 1-2 in the normal flow would be required for all types of use case:   1. Customer should have an account on Capstore. 2. Customer login to his account. | | |
| **Frequency of Use:** | | Any number of Product can be return at a time. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | 1. Customer already knows all the conditions of returning the product. | | |
| **Notes and Issues:** | | 1. What is the maximum number of products that can be returned per day? | | |