# Bug Report: Submitted Product Reviews Not Visible

* Bug ID	BUG001
Title	Submitted product reviews do not appear on product page
Severity	High
Priority	Medium
Environment	Browser: Firefox Version: 139.0.4 (64-bit) OS: Windows 10
♣ Reporter	Menna Ashraf
Date Reported	19/6/2025

### **Q** Description:

When a user (guest or signed-in) submits a product review (e.g., on the Teton Pullover Hoodie), a success message appears:

"You submitted your review for moderation."

However, the Reviews tab never displays any submitted reviews — not the current user's, not others', and not even a message like "No reviews yet."

## Steps to Reproduce:

#### 1. Go to:

Teton Pullover Hoodie Product Page



Teton Pullover Hoodiemagento.softwaretestingboard.com/teton-pullover-hoodie.html

1.

- 2. Click the Reviews tab
- 3. Fill in:

o Nickname: testuser

Summary: Nice hoodie!

o Review: Good fit and quality.

- 4. Click Submit Review
- 5. A message appears: "You submitted your review for moderation."
- 6. Refresh the page or revisit the product
- 7. Go to the Reviews tab again

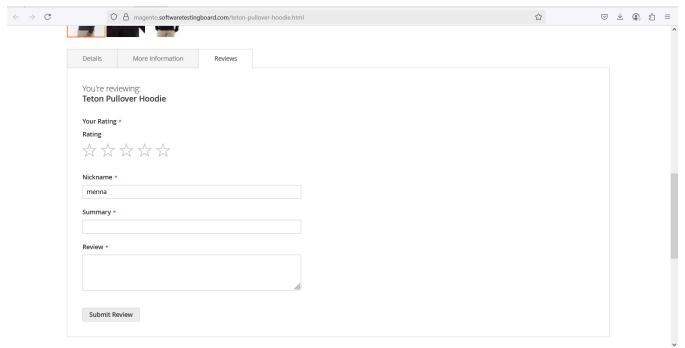
## X Actual Result:

- The review is not visible anywhere under the Reviews tab
- No way to view submitted reviews for any product
- No list of public reviews, not even a "0 reviews" or "No reviews yet" message

### **Expected Result:**

- Review should appear after moderation or at least show a placeholder/status
- The Reviews tab should either display reviews or a message like: "No reviews yet"

### **\*\*** Attachments (Screenshots, Videos):



#### screen video:

<u>Teton Pullover Hoodie — Mozilla Firefox</u> <u>https://drive.google.com/file/d/1css9iM5uuZH3pOZ2-Rut1W8\_Yfil9Zcs/view?usp=sha</u>

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### Notes / Additional Info:

- Tested with multiple products
- Bug affects guests and logged-in users
- Issue breaks core e-commerce trust functionality (reviews/social proof)