

Use Case: Return Item

Main flow

1. The customer selects Return Item from the menu.
2. The system shows the purchased items that are eligible for returning, along with information from each purchase (name, price of the item, date of purchase).
3. The customer selects the items that they want to return; multiple selection is allowed.
4. The system requests the customer to fill in a form to explain the reason for the returns, including a title and short description for each item, and stating which shipping company will deliver the item back.
5. The customer fills in the form and chooses the Request Return option.
6. The system shows a message indicating that the request has been made, and that they will receive confirmation of the request in a few hours, as well as the option to return to the main menu.

Alternative flow 1 - to step 2:

If no items are eligible for returning, the system will show a message stating this, prompting the user to return to the main menu.

Alternative flow 2 - to step 2:

- 2.1. The system offers the possibility of ordering the items by date of purchase, name, and/or price.
- 2.2. The user selects the criteria by which the list should be ordered.
- 2.3. The system now shows the items in the specified order.

Alternative flow 3 - to step 2:

- 3.1. The system can also filter the items by price, date of purchase, or brand.
- 3.2. The user selects the relevant filters.
- 3.3. The system now shows only the items that satisfy the selected filters.

Alternative flow 4 - to step 6:

If the system finds that the form hasn't been completed, it returns to step 5, indicating the user that the form must be filled.

Alternative flow 5 - to step 6:

If an error is encountered while saving the request, it will show the user an error message and suggest that they try again later, prompting them to return to the main menu.

Pre-conditions

The user must be logged into the system as a customer to start the use case.

Affected classes

