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| **Use Case ID:** | 31 | | | |
| **Use Case Name:** | Return Goods | | | |
| **Created By:** | Vaibhav Shukla | | **Last Updated By:** |  |
| **Date Created:** | 28/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | A customer can return sold product it will be updated in the inventory. In case of third party merchant it will returned directly through third party interface. | | |
| **Trigger:** | | The Return functionality will be triggered when customer will receive wrong or damaged product. | | |
| **Preconditions:** | | **1. Customer should buy and receive the product.** | | |
| **Postconditions:** | | Customer will get refund after returning the product. | | |
| **Normal Flow:** | | 1. Customer buy product.  2. Customer receives damaged or wrong product.  3. Customer requests for return.  4. Customer’s product will be returned and he will receive refund as soon as possible. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | 1: In step 3 if customer is not allowed to return the product-  1a: Deadline for returning product has been passed.  1b: There is no return policy for the product | | |
| **Includes:** | | Steps 1-2 in the normal flow would be required for product returning. | | |
| **Frequency of Use:** | | Customer can return product once. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | 1. Customer will return the product. | | |
| **Notes and Issues:** | | 1. What is the maximum time limit for returning the product. | | |