

Warranty Wallet

Warranty Wallet

An intelligent warranty and claims management system that connects customers, retailers, and administrators through a unified platform. Built with Django REST Framework, it features AI-powered claim analysis, automated priority detection, and comprehensive warranty tracking.

version 1.0.0

python 3.12

django 5.2.7

license MIT

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Overview

Warranty Wallet revolutionizes warranty management by providing:

- **Digital Warranty Storage** — Never lose a warranty again
- **AI-Powered Claims** — Automatic priority detection based on description severity
- **Multi-Platform Support** — Web dashboard + Mobile API
- **Real-Time Analytics** — AI-driven insights for retailers
- **Automated Notifications** — Keep all parties informed
- **Smart Document Management** — Upload receipts, warranties, and claim attachments



Problem Statement





Traditional warranty management is:

-  Paper-based and easy to lose
-  Manual claim processing is slow
-  No visibility into claim status
-  Difficult to track warranty expiration
-  Poor communication between customers and retailers

Our Solution






Warranty Wallet provides:

-  Digital warranty storage with automatic reminders
-  AI-powered claim triaging (High/Medium/Low priority)




-  Real-time claim tracking and notifications
 -  Automated warranty expiration alerts
 -  Seamless communication between all parties
 -  Analytics dashboard for retailers
-

Key Features

1. Smart Warranty Management

-  **Receipt Upload & OCR** — Upload receipts and automatically extract warranty information
-  **Expiration Reminders** — Get notified before warranties expire
-  **Mobile & Web Access** — Access warranties from anywhere
-  **Store Integration** — Link warranties to specific stores and retailers
-  **Product Specifications** — Track model, serial number, IMEI, storage, color

2. AI-Powered Claims Processing

-  **Automatic Priority Detection** — AI analyzes claim descriptions to set priority:
 - **High Priority:** Fire, explosion, safety hazards, complete failure
 - **Medium Priority:** Malfunctions, performance issues, battery problems
 - **Low Priority:** Cosmetic damage, minor issues
-  **Claim Analytics** — AI-powered insights on:
 - Most claimed products
 - Slowest processing claims
 - Claim reasons analysis
 - Rejection pattern detection
-  **Smart Recommendations** — AI suggests preventive measures based on claim patterns

3. Customer-Uploaded Warranties

- 📷 **Manual Upload** — Customers can upload warranty documents independently
- 🖼️ **Image Support** — Upload photos or scans of warranty cards
- 📅 **Simple Tracking** — Just product name, expiry date, and image
- 🔍 **Status Monitoring** — Active, Expiring Soon, Expired

4. Comprehensive Claims System

- 📝 **Easy Claim Submission** — Submit claims with issue description and attachments
- 📎 **Multi-Attachment Support** — Upload up to 10 files per claim (max 10MB each)
- 💬 **Internal Notes** — Retailer/admin collaboration notes
- 📈 **Status Tracking** — In Review → Approved/Rejected
- 💰 **Cost Estimation** — Track estimated vs actual costs
- 📊 **Export to CSV** — Download individual or bulk claims

5. Real-Time Notifications

- 🔔 **New Claim Alerts** — Retailers notified immediately
- 📢 **Status Updates** — Customers notified of claim progress
- 💬 **Note Notifications** — Alerts when notes or attachments are added
- ⌚ **Warranty Expiration** — Reminders before expiry

6. Advanced Analytics Dashboard

- 📊 **Overview Statistics:**
 - Total receipts, warranties, claims
 - Approval/rejection rates
 - Month-over-month trends






- Average response time
- 🎯 **AI Insights** (for retailers):
 - Top claimed products with approval rates
 - Slow processing identification
 - Claim reason categorization
 - Rejection reason analysis
 - Actionable recommendations
- 📈 **Time-Based Filtering** — 1 month, 3 months, 6 months, 1 year
- 📁 **Data Export** — Export analytics to CSV

7. Multi-Role Access Control






- 👤 **Customer Portal:**
 - Upload receipts and warranties
 - File claims
 - Track claim status
 - View warranty history
 - Upload claim attachments
- 🖥️ **Retailer Dashboard:**
 - Manage claims
 - Add internal notes
 - Update claim status and priority
 - View analytics
 - Manage store information
- 🧑 **Admin Panel:**
 - Full system access
 - User management

- Global analytics
- System configuration






8. Document Management

-  **Receipt Storage** — Organized by date with automatic folder structure
-  **Warranty Images** — Store warranty documents and cards
-  **Claim Attachments** — Upload evidence photos and documents
-  **Store Logos** — Brand identity management
-  **Media Optimization** — Automatic file organization by year/month

9. RESTful API

-  **JWT Authentication** — Secure token-based auth with refresh tokens
-  **Mobile-Friendly** — Dedicated customer endpoints
-  **Auto-Generated Docs** — Swagger/ReDoc documentation
-  **CRUD Operations** — Full create, read, update, delete support
-  **Filtering & Search** — Advanced query capabilities

10. Performance & Optimization

-  **Query Optimization** — N+1 query prevention with `select_related/prefetch_related`
-  **Subquery Aggregation** — Efficient complex queries
-  **Conditional Aggregation** — Optimized statistics calculation
-  **Database Indexing** — Fast lookups on critical fields
-  **Query Counter** — Development tool for optimization

Technology Stack

Backend

- **Django 5.2.7** — Web framework

- **Django REST Framework 3.15.2** — API development
- **PostgreSQL** — Production database
- **SQLite** — Development database
- **Python 3.12** — Programming language

AI & Machine Learning

- **Hugging Face Inference API** — AI model hosting
- **facebook/bart-large-mnli** — Zero-shot text classification
- **facebook/bart-large-cnn** — Text summarization
- **huggingface-hub 0.20.3** — API client

Authentication & Security

- **djangorestframework-simplejwt 5.3.1** — JWT authentication
- **Django CORS Headers 4.6.0** — Cross-origin resource sharing

API Documentation

- **drf-yasg 1.21.7** — Swagger/OpenAPI documentation
- **Swagger UI** — Interactive API testing
- **ReDoc** — Alternative API documentation

Additional Libraries

- **Pillow 11.0.0** — Image processing
- **django-filter 24.3** — Advanced filtering
- **python-decouple 3.8** — Environment configuration
- **python-dateutil 2.9.0** — Date manipulation
- **psycopg2-binary 2.9.10** — PostgreSQL adapter

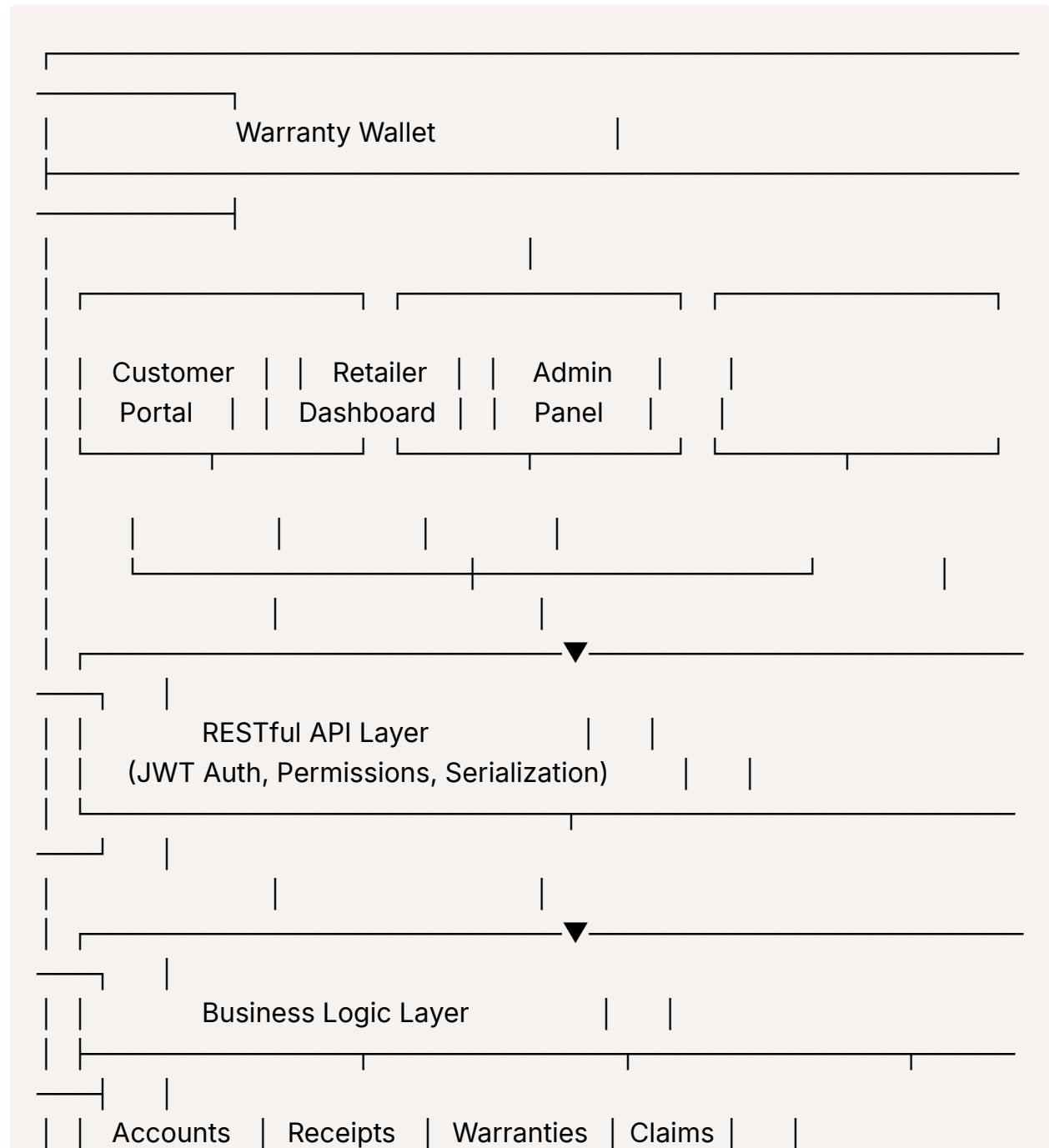
Development Tools

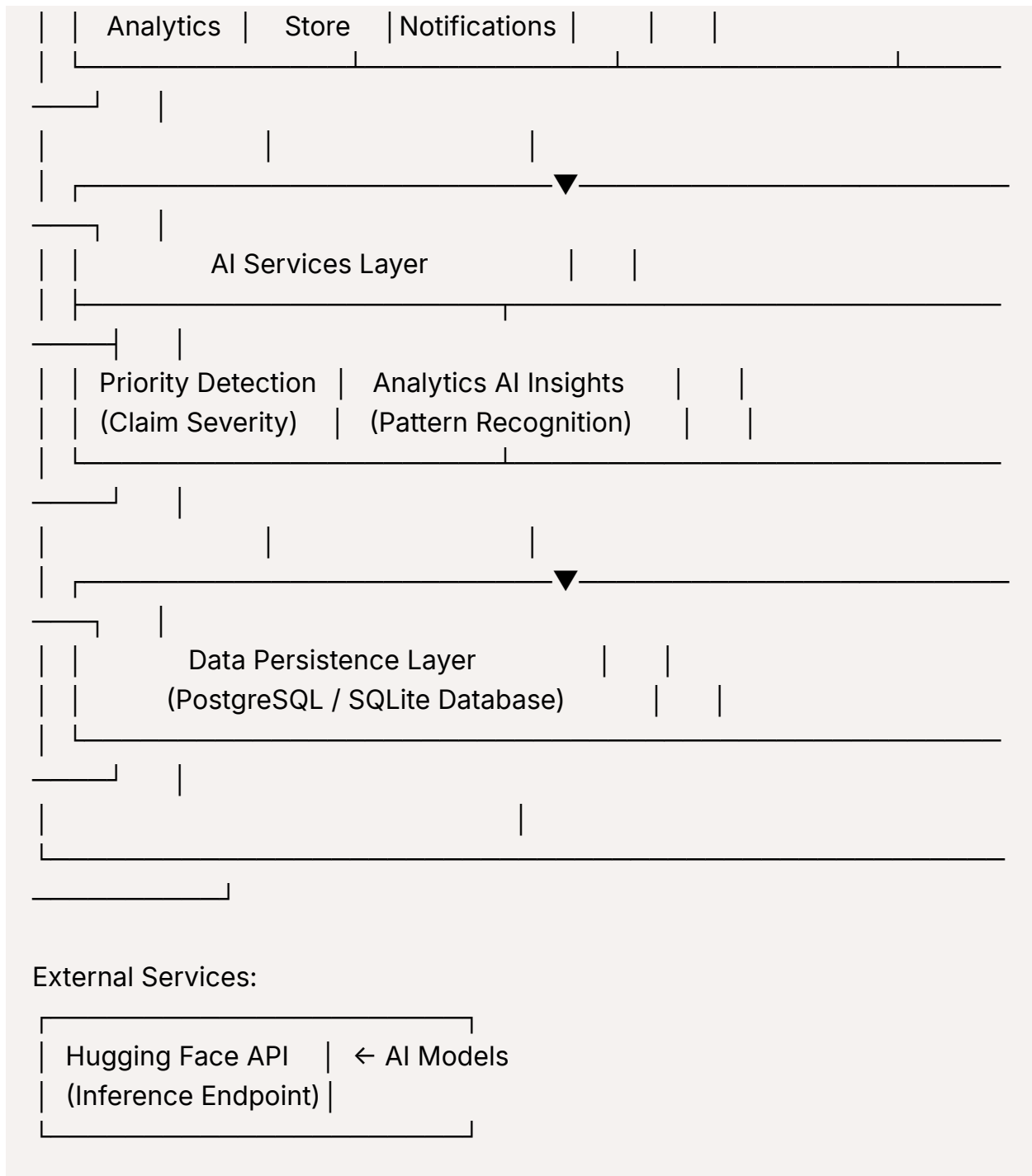
- **django-query-counter 0.4.0** — Query optimization monitoring

- **Git** — Version control
- **GitHub** — Code hosting

Architecture

System Architecture





Application Structure

Warranty-Wallet/

- └─ accounts/ # User management & authentication
- └─ analytics/ # AI-powered analytics & insights

— claims/	# Claims processing & AI priority
— config/	# Django settings & configuration
— notifications/	# Real-time notification system
— receipts/	# Receipt & item management
— store/	# Store/retailer information
— warranties/	# Warranty & customer warranty management
— media/	# User-uploaded files
— static/	# Static assets
— venv/	# Virtual environment



AI Features

1. Automatic Claim Priority Detection

How It Works:

1. Customer submits claim with description
2. AI analyzes text for:
 - Urgency indicators (fire, explosion, emergency)
 - Severity keywords (broken, unusable, dangerous)
 - Safety concerns (smoke, sparking, injury)
3. AI classifies into priority levels
4. Priority is automatically set (can be manually overridden)

Example:

Description: "Phone caught fire while charging!"

AI Detection: HIGH PRIORITY

Reason: Safety hazard detected

Description: "Battery drains faster than normal"

AI Detection: MEDIUM PRIORITY

Reason: Functional issue

Description: "Small scratch on back cover"

AI Detection: LOW PRIORITY

Reason: Cosmetic damage

Models Used:

- **facebook/bart-large-mnli** — Zero-shot classification
- Runs on Hugging Face Inference API (no local compute needed)

Fallback System:

- If AI unavailable → Keyword-based detection
- Always functional, never fails

2. AI-Powered Analytics Insights

For Retailers:

1. **Top Claimed Products Analysis** — Identifies products with most claims, calculates approval rates, highlights quality issues
2. **Slow Processing Detection** — Identifies claims taking too long, calculates average processing time, suggests workflow improvements
3. **Claim Reason Classification** — Categories: Screen damage, Battery issue, Hardware failure, etc. Uses AI for pattern recognition and provides actionable insights
4. **Rejection Reason Analysis** — Identifies common rejection patterns, helps improve customer education, reduces future claim rejections
5. **AI Summary Generation** — Summarizes key analytics findings, provides concise insights, uses facebook/bart-large-cnn model











API Endpoint:

GET /api/analytics/ai-insights/?period=6months

User Roles












Customer

Capabilities:

-  Register and manage account
-  Upload receipts with automatic parsing
-  Upload manual warranty documents
-  View all warranties (receipt-based + manual)
-  File claims with automatic priority detection
-  Upload claim attachments (photos/documents)
-  Track claim status in real-time
-  Receive notifications for claim updates
-  View warranty expiration dates
-  Access customer-friendly mobile endpoints








Retailer

Capabilities:

-  All customer capabilities
-  Manage claims for their store
-  Add internal notes to claims
-  Update claim status (Approve/Reject)
-  Change claim priority
-  Add estimated and actual costs
-  View AI-powered analytics dashboard
-  Export claims to CSV
-  Manage store information
-  View customer claim history
-  Receive notifications for new claims

Admin

Capabilities:

-  All retailer capabilities
-  Access to all system data
-  User management (create/edit users)
-  Global analytics across all stores
-  System configuration
-  Database management via Django Admin
-  Full CRUD on all models



API Documentation

Authentication Endpoints

POST /api/accounts/register/
POST /api/accounts/login/
POST /api/accounts/token/refresh/
GET /api/accounts/profile/
PUT /api/accounts/profile/

Receipt Endpoints

GET	/api/receipts/	# List receipts
POST	/api/receipts/	# Create receipt with items
GET	/api/receipts/{id}/	# Receipt details
PUT	/api/receipts/{id}/	# Update receipt
DELETE	/api/receipts/{id}/	# Delete receipt
GET	/api/receipts/export/	# Export to CSV

Warranty Endpoints

```
GET    /api/warranties/          # List warranties (receipt-based)
POST   /api/warranties/          # Create warranty
GET    /api/warranties/{id}/    # Warranty details
```

Customer-uploaded warranties

```
GET    /api/warranties/customer/  # List customer warranties
POST   /api/warranties/customer/  # Upload warranty
GET    /api/warranties/customer/{id}/ # Details
PUT    /api/warranties/customer/{id}/ # Update
DELETE /api/warranties/customer/{id}/ # Delete
```

Claims Endpoints

General claims (all roles)

```
GET    /api/claims/            # List claims
POST   /api/claims/            # Create claim
GET    /api/claims/{id}/       # Claim details
PATCH /api/claims/{id}/       # Update claim (retailers only)
POST   /api/claims/{id}/add_note/ # Add internal note
POST   /api/claims/{id}/upload_attachment/ # Upload file
GET    /api/claims/{id}/attachments/ # List attachments
GET    /api/claims/{id}/download/    # Download as CSV
GET    /api/claims/export/          # Export all claims
```

Customer-specific endpoints

```
GET    /api/claims/my/          # My claims
POST   /api/claims/my/create/    # Create claim
GET    /api/claims/my/{id}/     # Claim details
POST   /api/claims/my/{id}/add-attachment/ # Add attachment
```

Analytics Endpoints

```
GET /api/analytics/          # Overview statistics
GET /api/analytics/ai-insights/ # AI-powered insights
```

?period=1month|3months|6months|1year

Store Endpoints

GET	/api/stores/	# List stores
POST	/api/stores/	# Create store
GET	/api/stores/{id}/	# Store details
PUT	/api/stores/{id}/	# Update store

Notification Endpoints

GET	/api/notifications/	# List notifications
GET	/api/notifications/unread/	# Unread count
POST	/api/notifications/{id}/mark-read/	# Mark as read
POST	/api/notifications/mark-all-read/	# Mark all read

Interactive API Documentation

- **Swagger UI:** <http://localhost:8000/>
- **ReDoc:** <http://localhost:8000/redoc/>
- **JSON Schema:** <http://localhost:8000/swagger.json>

Installation

Prerequisites

- Python 3.12+
- PostgreSQL 14+ (for production)
- Git
- Virtual environment tool (venv)

Step 1: Clone Repository

```
git clone https://github.com/rakhmatov1337/Warranty-Wallet.gitcd Warranty-Wallet
```

Step 2: Create Virtual Environment

```
# Windows
python -m venv venv
venv\Scripts\activate

# Linux/Mac
python3 -m venv venv
source venv/bin/activate
```

Step 3: Install Dependencies

```
pip install -r requirements.txt
```

Step 4: Environment Configuration

Create a `.env` file in the project root:

```
# Database (Development - SQLite)
DATABASE_URL=sqlite:///db.sqlite3

# Database (Production - PostgreSQL)
# DATABASE_URL=postgresql://user:password@localhost:5432/warranty_wallet

# Django Settings
SECRET_KEY=your-secret-key-here
DEBUG=True
ALLOWED_HOSTS=localhost,127.0.0.1

# AI Configuration
```



```
HF_TOKEN=your-huggingface-token-here

# CORS Settings
CORS_ALLOWED_ORIGINS=http://localhost:3000,http://localhost:5173

# Email Configuration (optional)
EMAIL_BACKEND=django.core.mail.backends.console.EmailBackend
```

Step 5: Database Setup

```
# Run migrations
python manage.py migrate

# Create superuser
python manage.py createsuperuser

# (Optional) Load sample data
python manage.py create_sample_users
python manage.py populate_mock_data
```

Step 6: Collect Static Files

```
python manage.py collectstatic --noinput
```

Step 7: Run Development Server

```
python manage.py runserver
```

Visit <http://localhost:8000/> for Swagger UI documentation.



Configuration

Hugging Face AI Setup

1. **Create Account:** <https://huggingface.co/2>
2. **Get API Token:** Settings → Access Tokens → Create New Token
3. **Add to Environment:**

```
export HF_TOKEN=hf_your_token_here
```

PostgreSQL Production Setup

1. **Install PostgreSQL:**

```
# Ubuntu/Debian
sudo apt install postgresql postgresql-contrib

# macOS
brew install postgresql
```

2. **Create Database:**

```
sudo -u postgres psql
CREATE DATABASE warranty_wallet;
CREATE USER warranty_user WITH PASSWORD 'your_password';
GRANT ALL PRIVILEGES ON DATABASE warranty_wallet TO warranty_user;
r;
\q
```

3. **Update .env:**

```
DATABASE_URL=postgresql://warranty_user:your_password@localhost:5432/warranty_wallet
```

CORS Configuration

For frontend development, update `config/settings.py`:

```
CORS_ALLOWED_ORIGINS = [  
    "http://localhost:3000", # React  
    "http://localhost:5173", # Vite  
    "http://localhost:8080", # Vue  
]
```

Usage Examples

Example 1: Customer Registers and Files Claim

```
import requests  
  
BASE_URL = "http://localhost:8000/api"  
  
# 1. Register  
response = requests.post(f"{BASE_URL}/accounts/register/", json={  
    "email": "customer@example.com",  
    "password": "securepass123",  
    "full_name": "John Doe",  
    "phone_number": "+1234567890",  
    "role": "customer"  
})  
  
tokens = response.json()  
access_token = tokens['access']  
  
# 2. Upload Receipt  
headers = {"Authorization": f"Bearer {access_token}"}  
receipt_data = {  
    "receipt_number": "RCP-001",  
    "store": 1,  
    "date": "2025-01-15",  
    "total": 999.99,  
    "payment_method": "Credit Card",
```

```

    "items": [{
        "product_name": "iPhone 15 Pro Max",
        "model": "A3108",
        "serial_number": "ABC123456",
        "price": 999.99,
        "quantity": 1
    }]
}

```

```

receipt = requests.post(
    f"{BASE_URL}/receipts/",
    json=receipt_data,
    headers=headers
).json()

```

3. Create Warranty

```

warranty_data = {
    "receipt_item_id": receipt['items'][0]['id'],
    "coverage_period_months": 24,
    "provider": "Apple Inc.",
    "coverage_terms": "Full hardware coverage"
}

```

```

warranty = requests.post(
    f"{BASE_URL}/warranties/",
    json=warranty_data,
    headers=headers
).json()

```

4. File Claim (AI automatically detects priority)

```

claim_data = {
    "warranty_id": warranty['id'],
    "issue_summary": "Battery drains extremely fast",
    "detailed_description": "The battery goes from 100% to 0% in just 2 hours with normal use. Started after 3 months.",
    "category": "Malfunction"
}

```

```

}

claim = requests.post(
    f"{BASE_URL}/claims/my/create/",
    json=claim_data,
    headers=headers
).json()

print(f"Claim created: {claim['claim_number']}")
print(f"AI-detected priority: {claim['priority']}") # Output: "Medium"

```

Example 2: Retailer Views Analytics

```

# Login as retailer
response = requests.post(f"{BASE_URL}/accounts/login/", json={
    "email": "retailer@example.com",
    "password": "password123"
})
retailer_token = response.json()['access']
headers = {"Authorization": f"Bearer {retailer_token}"}

# Get AI insights
analytics = requests.get(
    f"{BASE_URL}/analytics/ai-insights/?period=6months",
    headers=headers
).json()

print(f"Total claims: {analytics['overall_statistics']['total_claims']}")
print(f"Approval rate: {analytics['overall_statistics']['approval_rate']}%")
print(f"\nTop claimed product: {analytics['top_claimed_products'][0]['product_name']}")
print(f"AI Summary: {analytics['ai_summary']}")

```

Example 3: Upload Custom Warranty

```

# Customer uploads warranty document
headers = {"Authorization": f"Bearer {access_token}"}

# Upload warranty image
with open('warranty_card.jpg', 'rb') as f:
    files = {'warranty_image': f}
    data = {
        'product_name': 'Samsung TV 55"',
        'expiry_date': '2027-12-31',
        'notes': 'Extended warranty from Samsung'
    }
    warranty = requests.post(
        f"{BASE_URL}/warranties/customer/",
        data=data,
        files=files,
        headers=headers
    ).json()

print(f"Warranty uploaded: {warranty['id']}")
print(f"Status: {warranty['status']}") # Active/Expiring Soon/Expired
print(f"Days remaining: {warranty['days_remaining']}")

```

Database Schema

Core Models

User (CustomUser)

- Email-based authentication
- Roles: customer, retailer, admin
- Profile information

Store

- Store name, address, contact

- Logo image
- Linked to retailer

Receipt

- Receipt number, date, total
- Linked to customer, retailer, store
- Multiple items per receipt

ReceiptItem

- Product details (name, model, serial, IMEI)
- Price, quantity
- Product specifications (color, storage)
- Warranty information

Warranty (Receipt-based)

- Linked to ReceiptItem (1-to-1)
- Coverage period, provider, terms
- Auto-calculated expiry date

CustomerWarranty (Manual upload)

- Product name, expiry date
- Warranty image
- Independent of receipts

Claim

- Issue description, category
- AI-detected priority
- Status tracking
- Cost estimation

ClaimNote

- Internal notes for team communication

- Author tracking

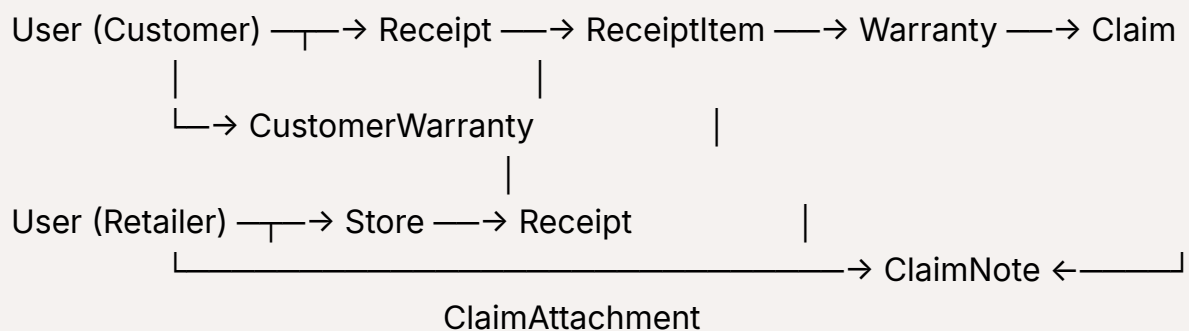
ClaimAttachment

- File uploads (photos, documents)
- File size tracking

Notification

- Real-time updates
- Read/unread status
- Multiple notification types

Relationships



⚡ Performance Optimization

Query Optimization Techniques

1. **Select Related** — Reduces N+1 queries

```
Claim.objects.select_related(
    'warranty_receipt_item_receipt_customer'
)
```

2. **Prefetch Related** — Efficient many-to-many

```
Claim.objects.prefetch_related('notes', 'attachments')
```


3. **Subqueries** — Complex aggregations

```
latest_claim = Claim.objects.filter(
    warranty=OuterRef('pk')
).order_by('-submitted_at')

Warranty.objects.annotate(
    latest_claim_date=Subquery(
        latest_claim.values('submitted_at')[:1]
    )
)
```

4. **Conditional Aggregation** — Single query stats

```
Receipt.objects.aggregate(
    receipts_this_month=Count('id', filter=Q(date__gte=month_start)),
    receipts_last_month=Count('id', filter=Q(date__gte=last_month))
)
```

Performance Metrics

- **Before Optimization:** 66 queries (57 duplicates)
- **After Optimization:** 5–8 queries
- **Improvement:** ~90% reduction in database queries

Development Tools

```
# Query counter middleware
MIDDLEWARE = [
    'query_counter.middleware.QueryCounterMiddleware',
]

# Enable only in development
QUERY_COUNTER_ENABLED = DEBUG
```

Security

Authentication

- JWT tokens with refresh mechanism
- Access token expiry: 60 minutes
- Refresh token expiry: 1 day
- Secure password hashing (PBKDF2)

Authorization

- Role-based access control (RBAC)
- Object-level permissions
- Custom permission classes

Data Protection

- Environment variables for sensitive data
- `.gitignore` for secrets
- CORS configuration
- CSRF protection

File Upload Security

- File size limits (10MB max)
- File type validation
- Secure file storage
- Random file names

API Security

- Rate limiting (recommended for production)
- HTTPS in production
- SQL injection prevention (Django ORM)

- XSS protection
-

Contributing

We welcome contributions! Here's how:

1. Fork the repository
2. Create a feature branch (`git checkout -b feature/AmazingFeature`)
3. Commit changes (`git commit -m 'Add AmazingFeature'`)
4. Push to branch (`git push origin feature/AmazingFeature`)
5. Open a Pull Request

Development Guidelines

- Follow PEP 8 style guide
 - Write descriptive commit messages
 - Add tests for new features
 - Update documentation
 - Optimize database queries
-

License

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Support & Contact

- **GitHub Issues:** [Report bugs or request features](#)
- **Email:** kaxarovdev@gmail.com
- **Documentation:** This README and API docs at [/swagger/](#) and [/redoc/](#)

Acknowledgments

- **Hugging Face** — AI model hosting and inference
- **Django Community** — Excellent framework and documentation
- **Open Source Contributors** — All the amazing libraries we use

Roadmap

Planned Features

- ☐ Mobile app (React Native / Flutter)
 - ☐ Email notifications
 - ☐ SMS notifications
 - ☐ Advanced OCR for receipt scanning
 - ☐ Multi-language support
 - ☐ Warranty marketplace
 - ☐ Insurance integration
 - ☐ Blockchain warranty verification
 - ☐ QR code warranty cards
 - ☐ Voice-based claim submission
-

Built with ❤️ by the xTeam

Last Updated: October 2025