



Feature Checklist: Returns Process

Scenario	Customer initiates a return via the app
Given	The customer has the correct order number and the order is covered under the returns policy.
When	The customer enters their details correctly
Then	Their return should be processed and the customer is directed to give feedback

Scenario	Customer enters wrong order number multiple time
Given	The customer has entered a wrong order number multiple times
When	The customer proceeds with return process
Then	The system should lock the customer out and refer them to a staff member

Scenario	The purchased item is not covered under the returns policy
Given	The customer trying to return a purchased item that has lapsed the time stated in the returns policy, or is not covered by the policy
When	The customer enters the required information as part of the returns process
Then	The system should reject the returned item and not proceed with returns process

Scenario	A customer has purchased an item and receives return policy information
Given	A customer has purchased an item from the relevant retailer
When	The customer receives confirmation of purchase
Then	The information regarding the returns policy and process should be included

	Good When		Bad When
▶	A customer can return an item using the correct order number and has received the return process information after purchase and receives direction to give feedback after the return has been completed.	▶	A customer cannot return an item using the correct order number and has not received the return process information after purchase
▶	The customer is locked out of the system and directed to a staff member if entering an incorrect order number a set amount of times	▶	The customer is not locked out of the system and directed to a staff member if entering an incorrect order number a set amount of times
▶	The system rejects a return and does not implement the process if the item being returned is not covered under the returns policy.	▶	The system allows a return and implements the process even if the item being returned is not covered under the returns policy.

Completed When
<ul style="list-style-type: none"> • The returns procedure is delivered correctly at the time of purchase to the customer. • The system halts the process if the wrong information is entered or the item is not covered. • once the return process has been completed the system directs the customer to give feedback
Start When
When purchase order has been issued to the client.

Feature Priority	<div><input checked="" type="checkbox"/></div> <div>High Priority</div> <div>Medium Priority</div> <div><input type="checkbox"/></div> <div>Low Priority</div>
Client Approves Feature	<div><input type="checkbox"/></div> <div>Approved</div> <div>Once approved, inform us by email, we will close the feature checklist and begin the process.</div>
Agreed Timeline	<div>Once approved the process will continue as<ul style="list-style-type: none">Create mock ups of the feature within 14 days of 'Start When'Schedule of the project will be agreed within 14 days of 'Start When',Development of the feature once mocks up have been approved.Q/A and delivery 7 days after development cycle</div> <div>Estimated development time for this feature would be X days,</div>