



RUGGABLE

Limited AI Shopping Agent Snapshot

Point-in-time buyer-journey evidence | August 13, 2026

EXECUTIVE OUTCOME

FAIL AT THE TRANSACTION PATH. An independent shopping agent discovered Ruggable and resolved a fitting 8 x 10 Tufted All-in-One configuration for a dog-friendly living room and 4.5 cu. ft. front-loading washer. The visible size control did not update from 6 x 9 to 8 x 10, and repeated Add to Cart attempts left the cart empty, preventing checkout.

Buyer objective

A couple with a dog wants a washable rug for a high-traffic living room. Their space calls for approximately an 8' x 10' rug, they want something soft enough for everyday indoor use, and their front-loading washing machine has a 4.5 cu. ft. capacity. Determine the most appropriate Ruggable rug type and configuration, identify whether a rug pad is required or optional, verify that the selected rug can actually be washed in their machine, and reach checkout without completing the purchase.

STAGE	STATE	OBSERVED RESULT
DISCOVER	PASS	Ruggable surfaced for the unbranded buyer query.
UNDERSTAND	PASS	Construction, pad, washer, size, and price resolved.
SELECT	PASS	Tufted All-in-One 8 x 10 selected with no pad.
NAVIGATE	FAIL	Size click did not update; cart addition did not succeed.
TRANSACTION BOUNDARY	FAIL	Checkout could not be reached.
BUYER OUTCOME	FAIL	No purchase-ready state preserved the intended rug.

Intended configuration: Linear Oasis Stone Grey Rug; Tufted All-in-One; 8' x 10'; built-in nonslip backing; no separate pad; \$535.20 sale price (\$669 original).



WHAT PERFORMED WELL

Washer guidance supported a defensible choice

Ruggable's Tufted compatibility matrix marked 8 x 10 as suitable for a 4.5 cu. ft. washer, but not 2.4 or 3.1 cu. ft. The guide states these minimums apply to front-load machines and top-load machines with agitators.

Construction facts resolved the system decision

Tufted All-in-One is described as a one-piece 7 mm textured rug with soft, comfortable texture, built-in nonslip backing, waterproof barrier, and no assembly. Ruggable identifies it as pet/kid friendly and suitable for busy living spaces.

Pad status was unusually explicit

The product page said no pad was needed and that All-in-One rugs cannot be used with Ruggable Two-Piece System pads or standard rug pads. That removed an otherwise material configuration risk.

A first-party URL represented the exact variant

The product's own size parameter established the intended 8 x 10 state, Stone Grey color, Tufted All-in-One construction, and \$535.20 sale price after the visible size selector failed.

Preservation direction

Preserve the construction comparison, washer-capacity matrix, explicit no-pad rule, and exact size-specific product state.



MATERIAL JOURNEY FINDINGS

Size selector did not update - FACT

The enabled 8 x 10 control accepted a normal click and a forced retry but left the visible state at 6 x 9 and \$399.20. Navigating to the product's own `size=8x10` URL established 8 x 10 and \$535.20.

Buyer / agent implication - INFERENCE

An agent may believe it selected the required size while retaining a smaller, lower-priced variant.

Improvement direction

Make the selected size, displayed price, URL, and purchasable variant update atomically, with a programmatically exposed selected state.

Add to Cart left the cart empty - FACT

With the correct 8 x 10 product state visible, two Add to Cart attempts left `Your Cart(0)` and `Your cart is empty.` No error or alternate action was presented.

Buyer / agent implication - INFERENCE

The fitting product could not progress to a verifiable purchase state, so checkout and the final buyer outcome failed.

Improvement direction

Verify variant-to-cart handling for size-specific Tufted All-in-One URLs and present an accessible, actionable error when addition fails.



TESTED TERMINAL STATE

FIELD	OBSERVED VALUE
Product state	Linear Oasis Stone Grey; Tufted All-in-One; 8 x 10; \$535.20
Pad	No separate pad needed or permitted
Cart	0 items / empty after repeated Add to Cart attempts
Checkout	Not reached
Recurring state	Not applicable / none observed
Boundary	Stopped without information, payment, or order submission

SCOPE, METHOD, AND LIMITATIONS

An independent browser agent executed one unbranded discovery and public purchase journey. First-party construction, washer, product, and cart evidence was separately mapped and cross-checked. The test stopped when repeated cart attempts did not create a line item.

This was a limited point-in-time snapshot, not a general website, durability, laundering-performance, or accessibility assessment. The test does not establish whether the observed controls fail in every session, browser, product, or user context. Because checkout was not reached, final tax, shipping, and transaction configuration were not verified.

No engagement with Black Summit Holdings is required or expected as a result of this snapshot. Regardless of provider, we encourage you to periodically test your e-commerce experience from the perspective of independent AI shopping agents and address opportunities that could improve successful buyer outcomes.

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