

Annex (1): Administrative penalties may be imposed on the provider

The Ministry may impose one or more administrative penalties on the provider when it violates the acts that represent violation of any of the provisions of Federal Law No. (15) of 2020 referred to and this Resolution, which are set out in Annex No. (2) attached to this Resolution, taking into account that penalties shall be in a graded manner, and as follows:

1. Notice;
2. Administrative fine according to Annex No. (2) attached hereto, and the penalty shall be doubled in case of repetition;
3. Temporary administrative closure for a period of no less than (24) twenty-four hours and no more than (90) ninety days;
4. Suspension of practising the activity in whole or in part for a period of no less than (24) twenty-four hours and no more than (90) ninety days; and
5. Cancellation of the licence and striking off from the commercial register.

Annex (2): Table of financial penalties may be imposed on the provider

No.	Violation	Legal Reference		Penalty
1	Failure to warn the consumer if the use of the goods is dangerous.	Federal Law No. (15) of	Article 7, Clause 2	AED 100.000
2	Announcing the prices of goods and services provided in a misleading manner.		Article 8, Clause 2	AED 100.000
3	The provider fails to issue the invoice in Arabic.		Article 8, Clause 4	AED 100.000
4	The provider fails to provide the required spare parts, maintenance, replace the goods or refund the goods price.		Article 10, Clause 1	AED 250.000
5	The provider does not comply with the after-sales service for the sold goods within the specified time period.		Article 10, Clause 1	AED 250.000
6	The provider fails to provide warranty to the service provided and ensure it is free from defect or fault within a period of time appropriate to the nature of that service.		Article 10, Clause 2	AED 250.000
7	The provider fails to repair, replace, return, refund the goods, or re-perform service free of charge if a defect is found in the goods or service.		Article 12	AED 250.000

8	The provider fails to include the contracts concluded that provide for repair, maintenance, or after-sales service, or the return, replacement, or refund of the goods within a specified period of time since the defect or fault appears therein.	2020 on Consumer Protection	Article 15	AED 250.000
9	The commercial agent or distributor fails to implement all the warranties provided by the producer or agent of the goods or service subject of the agency.		Article 16, Clause 1	AED 250.000
10	The commercial agent or distributor fails to provide a similar good to the consumer to use free of charge if the implementation of the warranties shall exceed a period of (7) seven days.		Article 16, Clause 2	AED 250.000
11	The good or service is described in a manner that contains incorrect data or advertised in a misleading way.		Article 17	AED 250.000
12	The provider fails to ensure that the goods or services comply with the standard specifications, conditions and controls related to health and safety.		Article 20	AED 200.000
13	The provider includes, when contracting with the consumer, any condition that may harm it.		Article 21	AED 250.000
14	The provider fails to write data, advertisements and contracts related to the consumer in Arabic.		Article 26	AED 100.000
15	The provider fails to indicate on the goods cover or packaging or in the place where		Article 3	AED 50.000

	it is shown, in a clear and legible manner, the basic data related to the goods.			
16	The provider fails to attach with the goods the data on how to use and install it.		Article 4	AED 50.000
17	The provider fails to announce the prices of goods and services clearly and legibly.		Article5	AED 100.000
18	The provider fails to give the consumer an invoice that proves dealing or contracting with it on the goods or service.		Article 6	AED 100.000

19	The provider, who offers used or refurbished goods or goods that include a defect not resulting in any harm to the health and safety of the consumer, fails to announce the condition of the goods clearly and legibly on the goods.	Cabinet Resolution No. () of 2023 regarding the Executive Regulations of Federal Law No. (15) of 2020 on Consumer Protection.	Article 7	AED 100.000
20	The provider fails to provide the consumer with the document indicating the warranty.		Article 11	AED 100.000
21	The provider fails to provide warranty to the service provided to the consumer within a period appropriate to the nature of each service or the longest period agreed upon.		Article 13	AED 250.000
22	The provider fails to provide the spare parts necessary for the operation and repair of the goods.		Article 14	AED 300.000
23	The provider fails to establish a written mechanism for providing spare parts, maintenance service, and guarantees in accordance with the conditions set by the Manufacturer.		Article 16	AED 100.000
24	The provider fails to specify in writing a specific period for the completion of maintenance work for the goods under the warranty.		Article 17	AED 50.000
25	Obligations of the provider when providing periodic maintenance services for the good under warranty.		Article 18	AED 300.000

26	The provider fails to provide warranty to the goods during the warranty period specified by the producer or the commercial agent.		Article 19	AED 250.000
27	The provider fails to inform the concerned party and the consumer, upon discovering a defect in the goods or a danger in its use, of the potential damages and how to prevent them while usage.		Article 20	AED 500.000
28	The provider fails to provide the concerned authority with a report on the goods that have been recovered.		Article 24, Clause 1	AED 250.000
29	The provider closes the return file before the permission of the concerned party.		Article 24, Clause 2	AED 1,000.000

30	The provider fails to return the goods that do not have the warranty of the commercial agent or distributor and give their price back to the consumer.		Article 25	AED 250.000
31	The provider fails to notify the consumer of any repairs or changes to the goods and obtain the approval of the consumer on the goods repair costs, the period it takes for repair, and the warranty period.		Article 26, Paragraph 1	AED 200.000
32	The provider fails to issue an invoice to the consumer after the repair process, specifying the parts that have been replaced, their price, and whether those parts are new, used, or refurbished.		Article 26, Paragraph 1	AED 100.000
33	The provider fails to provide an alternative goods for the consumer to benefit from free of charge, until it is replaced or repaired in the event that a defect in the goods is found for reasons that provider bears responsibility for.		Article 27, Clause 2	AED 500.000
34	The provider fails to provide a new replacement goods with the same category and specifications of the original one or at its price at the time of purchase, in the event that it fails to repair a recurring defect during the warranty period.		Article 28, Clause 1	AED 500.000
35	The provider fails to bear all transportation costs or to send		Article 28, Clause 2	AED 100.000

	technicians to where the vehicle broke-down or the consumer residence.			
36	The provider fails to bear the repair costs or compensate the consumer for the price of the goods or the price of the damaged part thereof.		Article 29, Clause 3	AED 100.000
37	Discrimination between consumers when selling the goods or benefiting from the service.		Article 32, Paragraph a	AED 100.000
38	Hide the good, refuse to sell it, refuse to provide the service, force to purchase a certain quantity		Article 32, Paragraph b	AED 200.000

	of the goods, stipulate another goods or service with it, or restrict the use of the service to conditions that by their nature are not related to the service subject of the original transaction.			
39	Charge a higher price than the announced price by any means of advertisement.		Article 32, Paragraph c	AED 100.000
40	Sell goods or services at prices below cost to create a monopoly situation.		Article 32, Paragraph d	AED 100.000
41	More than one provider ally to cause harm to the national economy.		Article 32, Paragraph c	AED 100.000
42	The provider agrees, explicitly or implicitly, to fix, reduce or raise the price in a declared or secret manner, in a way that harms the national economy.		Article 32, Paragraph h	AED 100.000
43	Competitors agree to divide the market among themselves according to geographical distribution or sales volume.		Article 32, Paragraph e	AED 100.000
44	The provider purchases competing goods or services from the market for the purpose of controlling prices.		Article 32, Paragraph f	AED 100.000
45	Refuse, stop, or limit the quantity of production, supply, or offer of goods or services.		Article 32, Paragraph g	AED 100.000
46	The provider, who works in the electronic commerce, fails to indicate in a clear and legible manner, according to the nature		Article 40	AED 100.000

	of each good, the basic data stipulated in Article (40) herein.			
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