

Executive Council Resolution No. (1) of 2026

On Approving Schedule of Violations and Administrative Penalties Related to Laws Regulating Economic Activities

We, Mohamed Bin Saud Bin Saqr Al Qasimi

Ras Al Khaimah Crown Prince & Chairman of Executive Council

After perusal of Law No. (7) of 2012 on Establishing Executive Council of Ras Al Khaimah Emirate;
And Law No. (8) of 2016 on Regulating Practicing Economic Activities in Ras Al Khaimah Emirate;
And Law No. (2) of 2025 on Organizing Department of Economic Development;
And Law No. (5) of 2025 on Trade Protection and Controlling Economic Establishments;
And Law No. (6) of 2025 on Organizing Sale by Discounted Prices in Ras Al Khaimah;
And Law No. (9) of 2025 On Organizing Promotional Campaigns & Special Offers For Commercial Advertising Purposes;
And after approval of the Executive Council;
have promulgated the following Resolution:

Article (1)

The schedule attached to this Resolution, including the violations and administrative penalties prescribed for breaching the legislation regulating the conduct of economic activities in Ras Al Khaimah, shall be approved. The Department of Economic Development shall monitor the impact of implementing such penalties on the economic and business environment and propose any necessary amendments where appropriate, provided that the amendment shall be issued by a resolution from the Executive Council.

Article (2)

Each provision in previous resolution contradicts with provisions of this Resolution shall be repealed.

Article (3)

This Resolution shall come into force as date of its promulgation and be published in the Official Gazette.

Mohamed Bin Saud Bin Saqr Al Qasimi

Ras Al Khaimah Crown Prince

Chairman of Executive Council

Promulgated by us on eighteenth of Rajab 1447H.

Corresponding to seventh of January 2026

S. No.	Violation	First Violation Penalty in Dirham	Second Violation Penalty in Dirham	Violation Description
1.	Engage in an economic activity at a premises without a licence from Department of Economic Development	5,000	0	An individual, company or establishment engages in a commercial or economic activity at a specific premises without obtaining a licence from Department of Economic Development or without obtaining the necessary approvals from the competent regulatory authorities or completing the required legal procedures.
2.	Engage in an economic activity on social media platforms without a licence from Department of Economic Development.	3,000	5,000	Practice commercial or marketing activity on social media platforms such as Facebook, Instagram or Twitter without obtaining a legal licence from the Department or the competent authorities, including the following activities: direct selling, affiliate marketing, or services provision.
3.	Permit an individual or entity to market or promote an establishment or services thereof via social media platforms without obtaining the required permits.	3,000	5,000	Allow an individual or entity to market or promote a business establishment or services thereof via social media platforms without obtaining the necessary permits. This shall include paid advertisements, promotional content or advertising campaigns carried out through influencers or third parties.
4.	Operate two business premises under a single trade licence.	3,000	6,000	An establishment owner operates two or more different premises using the same trade licence, which constitutes a violation of the

				applicable laws. Each premises requires a separate trade licence specifying the type of activity and its designated geographic location.
5.	Non-renewal of license.	500	1,000	Continue to practice a commercial activity after the expiry of the licence without renewing it within the prescribed timeframe. This constitutes a violation of the regulatory laws related to the practice of economic activities.
6.	A complete change of the licensed economic activity.	2,000	4,000	It is a fundamental change in the nature of the licensed economic activity, such as shifting from one type of commercial activity to a completely different one or expanding the scope of services or products provided beyond what is permitted in the current licence.
7.	Engage in an additional related economic activity without a licence.	500	1,000	An establishment engages in an additional economic activity that is related to its primary activity specified in the original licence, such as providing new services or selling additional products, without obtaining the required licence for this activity.
8.	Engage in an additional non-related economic activity without a licence.	1,000	3,000	An establishment engages in a new economic activity that is not related to its primary activity specified in the original licence as it is not related to the licenced activity or inconsistent with nature thereof, without obtaining additional licence or amending the current one.
9.	Open an additional office for existing licence without permit.	2,000	4,000	An establishment opens an additional office or branch for its licensed commercial activity in a new premises without obtaining permit or amending the licence to include the new premises.

10.	Engage in an additional activity without obtaining approval from external authorities.	2,000	3,000	An establishment engages in an additional activity without obtaining the approval of the competent external authorities.
11.	Non-existence of physical premises for the establishment.	1,000	5,000	An establishment engages in commercial activity without existence of physical premises registered with the Department.
12.	Relocate an establishment premises without permit.	1,000	2,000	An establishment relocates its commercial activity to a new premises without obtaining prior permit or amending the licence to reflect the new address.
13.	Open a business premises of closed, suspended or cancelled licence without approval of the Department.	5,000	0	An establishment reopens or operates a premises or activity under a licence that has been closed, suspended or cancelled by the Department or the competent authorities without obtaining prior approval from the Department.
14.	Place kids' play equipment, electronic games, or candy vending machines within the shop without a permit.	500	1,000	A shop or business establishment owner places kids' play equipment, electronic games or candy vending machines inside the shop without obtaining the required permit from the Department.
15.	Install coin-operated vending machines without a permit.	1,000	2,000	A shop or business establishment owner installs coin-operated vending machines (such as beverage, candy or other product vending machines) without obtaining the required permit from the Department or regulatory authorities.

16.	Engage in automated teller machine activity without a permit.	4,000	8,000	An establishment or individual installs or operates an automated teller machine (ATM) without obtaining the required permit from the Department.
17.	Add a kiosk, counter or commercial cabin without a permit.	2,000	4,000	An establishment adds a kiosk, counter or commercial cabin, temporarily or permanently, without obtaining the required permit from the Department.
18.	Existence of a warehouse without a permit from the Department.	1,000	2,000	An establishment operates a warehouse or storage facility without obtaining prior permit from the competent Department.
19.	Store inside commercial offices and residential apartments.	1,000	2,000	An establishment uses commercial offices or residential apartments to store goods or materials illegally and without obtaining the necessary permits from competent authorities.
20.	Allow or facilitate the presence and practicing activities for street vendors within the premises.	500	1,000	An establishment or individual allows or facilitates the presence of street vendors or practicing their activities within the premises without obtaining the required permits.
21.	Import, bring in or purchase goods from an unlicensed street vendor.	2,000	4,000	An establishment or individual imports, brings in or purchases goods from a street vendor without verifying that the vendor holds the required legal permits.
22.	Engage in commercial activities by vehicles or mobile carts without a permit.	1,000	2,000	An individual or establishment uses a vehicle or mobile cart to engage in commercial activity without prior permit from competent authorities.

23.	Sell goods through a mobile sale vehicle without a permit.	1,000	2,000	Engage in sale of goods activity using a mobile vehicle without obtaining the necessary permits from competent authorities.
24.	Peddling.	500	1,000	Conduct the commercial activity through the display and sale of goods or services in public places by street vendors, whether using mobile carts or vehicles.
25.	Use sales representatives to promote and sell goods by visiting homes.	2,000	5,000	Individuals or entities employ sales representatives to promote and sell products or services directly to consumers through visiting homes, without obtaining the necessary permits from concerned government authorities.
26.	Existence of dwelling at the workplace premises.	1,000	3,000	Use a commercial premises or workplace as a permanent or temporary dwelling for individuals without obtaining the necessary permits from competent authorities.
27.	Male employees work or being present at women's salons or ladies' clubs.	2,000	4,000	Men work in or being present at women-only establishments, such as beauty salons or ladies' clubs, without obtaining the necessary permits or approvals.
28.	Presence of inappropriate content on products and advertising signages.	2,000	4,000	This violation includes the presence of inappropriate drawings or images, as well as the marketing, sale or display of printed materials, goods or items that violate public morals or public order or that are offensive to the State.

29.	Failure to comply with the designated working hours for age-restricted access to gaming arcades.	1,000	2,000	Violate laws or regulations that set specific times for designated age groups to access gaming arcades or entertainment centres.
30.	Operate for additional nighttime hours without a permit.	500	1,000	Engage in the commercial activity or provide services during unauthorised nighttime hours beyond the limits set by local labour laws, without obtaining official permit from competent authorities.
31.	Exceed 50% tinting of the total area of the establishment's façades.	500	1,000	The establishment installs tinting or covers more than 50% of the total area of the establishment façades.
32.	Hawking	500	1,000	Sell or promote goods and services through live voice call to attract the attention of passers-by and encourage them to purchase.
33.	Design, print, or draw logos of government entities without their approval.	1,000	2,000	Design, print, or draw logos of federal or local government departments without obtaining written approval from these authorities.
34.	Non-existence of trade name signboard.	500	1,000	Failure to display an advertising sign containing the establishment's trade name in a prominent place on the façade of the shop or building.
35.	The trade name displayed on the signboard is not matching the trade name stated in the licence.	500	1,000	The trade name displayed on the establishment's external advertising sign not matching the trade name registered in the official trade licence.

36.	Failure to maintain the commercial signboard.	200	500	An establishment failing to maintain the sign displaying its trade name, resulting in its damage or deterioration, including poor colour condition, lighting defects, or damage to its external parts.
37.	Non-illumination of the signboard.	200	500	Failure to operate or install adequate lighting for the signboard displaying the establishment's trade name, particularly during evening hours, resulting in reduced visibility of the establishment and negatively affecting the general appearance.
38.	Existence of a linguistic error in the trade name displayed on the signboard.	200	500	Display the establishment's trade name on the advertising signboard in a manner containing spelling or grammatical errors.
39.	Use invoices inconsistent with the approved trade name.	1,000	2,000	Use commercial invoices that do not include the trade name registered and approved with the official authorities.
40.	Inactive premises.	500	1,000	Failure of the establishment to regularly practice its commercial activity at its licensed premises, whether due to the absence of employees, suspension of services, or non-existence of any actual commercial activity.
41.	Non-compliance with the instructions governing the issuance of instant licences.	2,000	4,000	Non-compliance with the procedures and rules set by the Department or concerned authorities for instant licence.
42.	Divide the establishment's premises or install kiosks or tables	2,000	3,000	Make alterations to the design or use of the internal space of the establishment without obtaining the necessary approvals from the

	within the establishment without a permit.			competent authorities, including partitioning spaces or adding kiosks or tables illegally.
43.	Engage in an economic activity by placing machines or equipment without a permit.	500	1,000	Install and operate machines or devices in public or private locations for the purpose of conducting economic activities without prior permit from the Department.
44.	Engage in an additional activity at a fuel station without a permit.	2000	4,000	Operate additional activities or services at a fuel station, such as selling products or providing other services, without obtaining the required permits from the Department or competent authorities.
45.	Hold an exhibition without a permit	5,000	10,000	Organise a commercial exhibition without obtaining the required permits from the Department or competent authorities.
46.	Place an advertising sticker on the façade of the establishment without a permit.	200	500	Affix or display advertising stickers on the façade of the establishment without obtaining the required permits from the Department.
47.	Conduct discounts, clearance sales, offers, promotional campaigns or grant prizes without a permit.	3,000	6,000	The economic establishment conducts or announces discounts, clearance sales, special offers, promotional campaigns or grant prizes to customers without obtaining prior permit from the Department.
48.	Display discounted goods without affixing approved price tags or place them unclearly.	500	1,000	The establishment Displays goods subject to discounts without affixing the price tags approved by the Department on the products clearly, including both the pre-discount and post-discount price.

49.	Non-compliance with the authorised area specified in the discount or clearance permit.	1,000	2,000	Use an area exceeding the space specified in the permit granted to the establishment for conducting discounts or clearance sales.
50.	Non-compliance with the duration specified in the permit for discounts, clearance sales, special offers or promotional campaigns.	1000	2,000	The establishment Continues to conduct discounts, offers, clearance sales or promotional campaigns after the expiry of the official permit period.
51.	Non-commitment to indicate the discount percentage in discounts and clearance sales.	1,000	2,000	Non-disclosure of discount percentage offered in discounts or clearance sales, whether on displayed goods or in promotional advertisements.
52.	Failure to display the pre-discount and post-discount prices on goods included in offers or discounts.	1,000	2,000	Failure to clearly display both the original price and the discounted price on goods included in offers or discounts.
53.	Non-commitment to the approved prices in discounts or clearance sales.	2,000	4,000	Non-compliance with the advertised and approved prices during the discount or clearance period, whereby the establishment sells goods at a price different from the advertised price.
54.	Non-compliance with the conditions of the promotional campaign permit.	500	1,000	Failure to comply with the terms and specifications set by the Department when granting the promotional campaign permit, including exceeding time limits, changing campaign locations, adding unauthorised content, or failing to follow previously issued instructions.

55.	Conduct prize draws without supervision or the presence of Department representative.	5,000	10,000	Conduct prize draws in promotional campaigns without supervision or the presence of Department representative.
56.	Sell promotional campaign tickets against financial consideration without a permit.	2,000	4,000	The establishment imposes fees on promotional campaign entry tickets without obtaining a permit from the Department.
57.	Failure to deliver or award prizes to winners within the timeframe specified by the Department.	5,000	10,000	The establishment Delays the delivery or payment of prizes to winners in promotional campaigns after the end of the campaign or draw beyond the timeframe specified by the Department.
58.	Non-compliance with the scheduled date for conducting the draw.	2,000	4,000	Non-compliance of the establishment with the scheduled date for conducting the draw as stated in the permit issued by the Department.
59.	Manipulate prize draw process.	10,000	20,000	The establishment tampers with prize draw processes, whether by falsifying results or influencing the integrity of procedures in any manner.
60.	Print or distribute printed advertising flyers without a permit.	1,000	2,000	An establishment or individual prints and distributes advertising leaflets without obtaining the required approvals or permits from competent authorities.
61.	Post paper advertisements or stickers on buildings walls or	2,000	3,000	An individual or establishment places advertisements or promotional stickers on walls or in public places without obtaining the required permits from competent authorities.

	distribute them without a permit from the Department.			
62.	Failure to provide all documents and invoices that indicate the commercial details of the goods.	1,000	5,000	Individuals or establishments do not provide the required documents, such as invoices or commercial records, that prove their ownership or possession of the relevant goods.
63.	Failure to affix the product identification label to goods.	1,000	5,000	Non-compliance with the requirement to display product identification labels showing details such as name, description, prices and other relevant information.
64.	Obstruct an employee from performing his official duties.	3,000	6,000	Any act or behaviour by individuals or entities that obstructs or hinders an employee from performing official duties thereof. This obstruction may include hostile acts, intentional disruption or placing obstacles in the way of the employee.
65.	Attempt to commit a commercial fraud offence.	20,000	-	Take actual steps or preparatory actions intended to deceive consumers or concerned authorities regarding the quality or value of products or services, including changing expiry date, providing misleading product information, or using substandard materials in manufacturing.
66.	Shop counterfeit or adulterated goods within the State or Emirate while being aware of that.	5,000	10,000	The establishment sells or distributes counterfeit or substandard products with the seller's knowledge thereof, including imitation of trademarks or supplying goods that do not comply with approved specifications, which constitutes a violation of commercial laws and intellectual property rights.

67.	Non-conformity of displayed goods descriptions of displayed to information in the approved price list.	3,000	5,000	The information provided regarding goods, whether in terms of description or pricing, does not match the information registered or approved by competent authorities, including selling products at incorrect prices or describing them in a misleading manner that does not reflect the reality of the product.
68.	Failure to display the list of services and prices in a prominent place inside the shop or on the façade.	500	1,000	Failure to display the list of services and prices clearly in a prominent place inside the shop or on its façade, thereby violate the consumer’s right to prior access to service details and costs.
69.	Conduct activity using mobile vehicle without a permit.	3,000	5,000	Operate or provide services or sell products through a mobile vehicle without obtaining the necessary permits from competent authorities.
70.	Stopping a mobile vehicle in an unauthorised location	2,000	3,000	The mobile cart stops or parks in places not authorised or prohibited by competent authorities, such as public roads, restricted areas or in front of buildings, without obtaining the required permission.
71.	Non-compliance with the external appearance approved by the Department, or adding accessories, stickers or external lighting to mobile vehicles	2,000	3,000	The owner of a mobile vehicle does not comply with the specifications or designs approved by the Department or adding accessories, stickers or external lighting without obtaining the necessary permits from the Department.

	without permit from the Department			
72.	Take orders on public roads, cause congestion or not adhere to the designated place.	2,000	3,000	Mobile carts provide orders or services in unauthorised locations, resulting in obstruction of traffic movement or non-compliance with the areas designated for such activities.
73.	Misappropriate goods held in his possession on a fiduciary basis by the Department.	Penal report to Public Prosecution		An individual or establishment possesses goods seized by the Department without properly safeguarding them, resulting in loss, damage or unlawful disposal thereof.
74.	Possess defective weighing or measuring instruments.	Penal report to Public Prosecution		Possess or use tools or devices that do not conform to approved technical or legal standards, in a manner that may negatively affect the accuracy of measuring weight or quantity.
75.	Alter or tamper with weighing, measuring or gauge devices or tools in a manner that renders them inaccurate.	Penal report to Public Prosecution		Make unauthorised alterations to such instruments or tampering with them in a manner that reduces their accuracy or changes measurement outcomes.
76.	Engaging in commercial trading of jewellery, precious metals, or valuable stones without hallmarking them.	Penal report to Public Prosecution		Sell, purchase or trade jewellery, precious metals, gemstones, or gold products containing a low percentage of pure gold without an official stamp or hallmark verifying their purity or specifying the metal's carat, resulting in uncertainty regarding the true value thereof.
77.	Advertise, display, or sell a material or product as complying	Penal report to Public Prosecution		provide or market an item or product while the seller falsely claims that it complies with recognised standards or approved

	with an approved standard specification contrary to the truth.			specifications, while it does not comply with such standards or lacks the required official certification.
78.	Sell dangerous firecrackers and fireworks.	3,000	5,000	Trade, display or sell unsafe or prohibited firecrackers or fireworks that pose a risk to public safety, including causing bodily injuries or property damages.
79.	Allow acts that violate public morals or displaying them in any manner.	Penal report to Public Prosecution		Permit or display immoral content or conduct contrary to accepted social standards, whether through media, public events, or any other platforms, including the promotion of ideas or practices inconsistent with the moral and cultural values of society.
80.	Enable a foreign national to engage in any unauthorised commercial or occupational activity	Penal report to Public Prosecution		Allow a foreign national to engage in commercial or occupational activities within the State without the legally required licences or permits, including enabling such person to evade legal or financial obligations imposed thereupon.
81.	Impose fees or additional charges on the consumer without justification.	3,000	6,000	Impose additional costs on the consumer exceeding the agreed price without providing actual additional services or clear legal justifications, including undisclosed fees or any unjustified increases in the cost of the products or services provided.
82.	The product price displayed on display mediums is not matching the price registered at checkout.	1,000	2,000	Existence of a discrepancy or variation between the marked price of the product displayed on store shelves or other display

				mediums and the actual price charged at checkout, without legal justification or prior clarification to the consumer.
83.	Non-compliance with the conditions of the advertisement approved by the Department.	1,000	2,000	Non-compliance with the standards and requirements prescribed by the Department for advertisements, whether in relation to the content, method of display, or distribution of the advertisement, including restrictions in respect of design, timing, or permitted advertising means.
84.	Non-adherence of the supplier to refunding, replacing or compensating the consumer where a defect exists.	5,000	10,000	The supplier or seller does not respond to the consumer's request to return or replace a defective product or to compensate the consumer for a service that does not conform to the agreed standards.
85.	Non-provision of after-sales services, including maintenance and spare parts for durable goods.	5,000	10,000	The supplier or seller does not comply with providing support services, maintenance and spare parts for durable goods for a period not less than five years or such period as is appropriate to the nature of the goods.
86.	Non-adherence of the supplier to affixing a label containing all details of the goods or service.	5,000	10,000	Failure to affix a label or sticker on the product or service containing the necessary essential information, including product name, technical specifications, production date, expiry date, usage and maintenance instructions and the details of the manufacturer or supplier.
87.	Promote goods or services that do not contain information in Arabic language.	5,000	10,000	Non-provision of essential product or service information in Arabic language, including product name, ingredients, usage

				instructions, safety information and manufacturer or supplier details, in violation of law provisions.
88.	Non-adherence of the supplier to issuance of invoice containing all details of the goods or service, terms and warranty.	5,000	10,000	Failure to issue an invoice containing comprehensive information about the product or service provided, including product or service name, price, quantity, warranty details, terms of sale and supplier information (company name, address and contact number).
89.	Non-provision of invoices in Arabic.	2,000	3,000	Non-provision of invoices in the Arabic language, in violation of law provisions. Invoices must include all necessary details in Arabic, including product or service name, price, quantity, terms and conditions and warranty details.
90.	Goods or service do not conform to the approved standard specifications advertised or agreed upon with the customer.	5,000	10,000	The products or services provided by the supplier are not in conformity with the approved standards that were published or agreed upon with customers. This shall include quality standards, technical specifications, safety and performance.
91.	Non-provision of an alternative product for the consumer's use free of charge until the defective product has been repaired.	5,000	10,000	Inability of the supplier to provide the consumer with a free replacement product where the purchased product is defective, thereby affecting the consumer's rights and satisfaction. This shall include defective or malfunctioning products and failure to provide immediate support to the consumer during product repair period.
92.	Use, place, or draw any mark or statement indicating that a			Individuals or companies display or advertise products or services using statements indicating their compliance with the

	product or service complies with the approved standard specifications in United Arab Emirates without authorization from the competent authority.	5,000	10,000	approved standard specifications of United Arab Emirates, without obtaining the necessary authorization from the competent authority. This shall include placing logos or trademarks containing such statements and using these statements in advertising or marketing.
93.	Failure to inform the consumer of the potential risks when using a product or utilizing a service, and the methods of prevention.	5,000	10,000	Failure to provide the necessary information regarding the potential risks arising from the use of a product or the utilization of a service, thereby affecting the consumer's safety and right to make informed decisions. This shall include failure to clarify the potential harms or the methods of preventing these risks.
94.	Failure to notify the Department of defective products recall cases in the manner prescribed by law.	5,000	10,000	Non-provision of necessary information regarding the recall of defective products in accordance with the procedures and standards prescribed by law. This shall include failure to accurately document recall cases and failure to file reports to the concerned authorities within the prescribed time limit.
95.	Failure to provide the Department with a report on products that have been repaired, replaced, returned or refunded.	5,000	10,000	Non-provision of necessary information regarding products that have been repaired, replaced, returned or refunded, in violation of the applicable procedures. This shall include failure to properly document the details of products that have been repaired, replaced or returned and non-submission of the required reports within the prescribed time limit.
96.	Failure to announce the recall of defective products.	5,000	10,000	Failure to inform consumers and the public about the recall of products found to be defective and non-provision of the

				necessary information regarding the procedures followed for the recall process. This shall include failure to publish advertisements or notices detailing the recall of defective products and failure to clarify the terms and the time period allowed for products return.
97.	Failure to notify the consumer in writing of the cost and duration of the repair before commencing modifications.	5,000	10,000	Failure to provide the consumer with a written notice, free of charge, specifying the estimated repair cost and the duration thereof before carrying out any modifications or repairs to the product. This shall include failure to accurately specify the cost of the service or repair prior to execution and failure to determine the estimated time required for the repair.
98.	Refuse to sell a product or provide a service to any consumer.	5,000	10,000	The company or establishment refrains from providing specific product service to any consumer without a lawful reason or clear justification. This shall include refraining from processing requests to purchase available goods and non-provision of available services to present consumers.
99.	Discrimination among consumers in the sale of products or provision of services.	3,000	5,000	Unequal treatment of consumers in the sale of a product or the provision of a service based on factors such as gender, nationality, age or any other unjustified factor. This shall include charging different prices for the same product or service without justification, providing special services or benefits to certain consumers while excluding others in an unfair manner and giving preferential service to a specific category without clear justification.

100	Failure to display the announced working hours or non-compliance therewith.	1,000	2,000	Failure to display clear and publicly announced working hours, leaving consumers unable to determine the times during which the service is available.
101	Failure of the supplier to complete the work within the specified time.	5,000	10,000	Delay in providing the service or completing the required work beyond the deadline or period agreed upon with the consumer, resulting in disruption to the interests or plans thereof.
102	Failure of the supplier to complete the work in the required manner.	5,000	10,000	Provision of a service or product with specifications or quality that differ from those agreed upon with the consumer, including deficiency in the agreed standards or failure to meet the essential requirements of the work.
103	Failure to maintain a detailed statement inside the product package outlining its components, specifications, instructions for use and risks in Arabic language.	5,000	10,000	Failure to maintain a detailed statement in Arabic inside the product package, outlining all ingredients, specifications, instructions for use and potential risks. This constitutes a violation of procedures that ensure the consumer's right to know the product's components and safe use thereof.
104	Failure to display the price of the product or service in local currency or clearly at the point of display.	5,000	10,000	Failure to clearly indicate the price in local currency on the product or service or display it clearly at the point of display. This constitutes a breach of the consumer's right to know the exact cost before purchase and may lead to deceive or confuse the consumer.

105	The supplier does not notify the concerned authorities and consumer of any defect that may harm consumer and is discovered in the product or service and failure to clarify the potential risks and methods of prevention.	5,000	10,000	Failure to report discovered defects in products or services that may cause harm to consumer and not clarifying such risks and methods of prevention, the matter that constitutes a breach of the supplier's duty to protect consumer and ensure safety thereof.
106	Inclusion of the phrase "sold goods are neither returnable nor exchangeable" in the invoice, contract or at the premises of the establishment.	2,000	3,000	Set conditions preventing the return or exchange of goods, such as the phrase "sold goods are neither returnable nor exchangeable," that constitutes a violation of consumer protection laws, as it restricts the consumer's right to return or exchange defective or non-conforming goods.
107	Non-refund of the remaining amount to the consumer as stated in the purchase invoice.	2,000	3,000	The supplier does not refund the remaining amount to the consumer after the purchase transaction, as indicated in the purchase invoice, which constitutes a violation of consumer rights.
108	The establishment deducts the value of the product from the consumer based on period of use in the event of a manufacturing defect.	3,000	6,000	The establishment deducts part of the price of returned good from the consumer based on the period of use, even in the case of a manufacturing defect, which constitutes a violation of consumer rights.

109	Provide services and collect amounts from consumer, then close the commercial business and not communicating with the consumer or the Department.	3,000	6,000	A business establishment provides services to consumers and collects amounts in consideration thereof, then close the establishment without fulfilling obligations thereof or provide such services, resulting in harm to consumers.
110	Failure to take producers to recall products from the local markets in the prescribed cases.	10,000	20,000	The establishment does not take the necessary procedures to recall products from the local markets when required, such as in cases of defective products, health risks or non-conformity with approved standards, which constitutes a violation of legal obligations toward consumer protection.
111	Failure to replace, repair or refund the price of the commodity in the event of a recall.	5,000	10,000	The establishment does not replace, repair or refund the consumer for returned commodity, or refuses to replace or repair defective part free of charge, regardless of the applicable warranty period, as per the type of product and the nature of the detected defect.
112	Refuse to receive consumers' complaints.	5,000	10,000	The establishment does not respond to consumers' complaints or its explicit or implicit refusal to receive them, which constitutes a breach of its obligation to protect consumer rights and receive reports thereof.
113	Conduct voluntary public auction sales without a license.	3,000	5,000	An entity or individual organizes a public auction for the sale of goods or services without obtaining the required license from the concerned authorities. Such process requires legal

				compliance to obtain permits and specific procedures to ensure transparency and integrity in sale.
114	Import commodities or services subject of trade agency agreement registered in the State for the purpose of trading without the knowledge of the original principal.	10,000	15,000	An individual or entity imports or displays commodities or services bearing a registered trademark or related to a known trade agency without obtaining permit from the original agent or principal. This shall include any commercial activity aimed at selling or distributing such commodities or services without the knowledge or consent of the agent.
115	Failure to include in contracts the obligation to repair, maintain or provide after-sale service or return the product within a specified period from the date the defect appears or non-provision of necessary spare parts.	2,000	3,000	Failure to include clauses in the contracts or agreements relating to liability to repairing or maintenance of goods after sale or non-provision of the option of returning the product within a specified period after the defect appears or not providing necessary spare parts for repairing the sold commodities, thereby hindering the consumer's ability to benefit from the product.
116	Non-provision of guarantee for products or replaced parts or service provider does not comply to guarantee it for a period appropriate to the nature of this service or failure to refund the amount paid by the	3,000	5,000	Non-provision of warranties for commodities or replaced parts, leaving the consumer without protection in the event of new defects or failure to specify an appropriate warranty period for the services provided, thereby exposing the consumer to the risks of unreliable services, or failure to refund the amount paid by the consumer in case the service is not available or does not meet the agreed specifications, or the supplier is not able to

	consumer or properly re-perform the service.			deliver the service satisfactorily after a defect or error has been reported.
117	Issue an invoice or contract containing incorrect or inactive contact details of the business establishment.	2,000	3,000	The business establishment issues official documents such as invoices or contracts containing incorrect contact information, which hinders effective communication with customers or concerned authorities or addresses included in the documents do not reflect the actual locations of the establishment, thereby causing consumer confusion and potentially lose trust in the establishment.
118	The business establishment does not comply to include its exchange and return policy in invoices or contracts and in a prominent place at the premises, in Arabic language.	3,000	5,000	The establishment does not disclose its return or exchange policy in the official documents (such as invoices or contracts) or in a visible place at the premises or non-compliance with writing the return and exchange policy in Arabic, which may hinder consumers' understanding of entitlements and rights thereof.
119	Refuse to provide personal details required to complete a violation report.	3,000	5,000	The concerned person refuses to provide the personal information required to complete the procedures for making a violation report, including typically full name, identification card number and address.
120	Non-adherence to providing price list of services in Arabic language.	500	1,000	The establishment does not adhere to provide a clear and detailed price list of services in Arabic, thereby hindering consumers' understanding of such services costs.

121	Failure to return the product or commodity to the consumer in proper condition or in a condition matching original state thereof.	5,000	10,000	The establishment does not return the product or commodity to the consumer in good condition or according to proper state or does not issue an invoice or receipt indicating the condition of the product before and after receipt.
122	Failure to specify the replaced spare parts in the product repair invoice.	5,000	10,000	Non-inclusion of full details in the commodity repair invoice, including the replaced parts and prices thereof and whether such parts are new, used or refurbished.
123	Increase the prices of essential goods without the approval of the competent authority.	5,000	10,000	Increase the prices of essential goods as defined by law without obtaining the necessary approval from the concerned authorities, which constitutes violation of applicable policies and laws.
124	Misleading advertising of product or service prices.	5,000	10,000	Any advertisement or promotion relating to the prices of goods or services that contains inaccurate or misleading information intended to influence consumers unfairly, resulting in false impressions regarding costs of the product or service.
125	The supplier does not adhere to clearly and legibly display the prices of goods and services.	3,000	5,000	The supplier does not adhere to clearly and legibly display prices to consumers, leading to difficulty in understanding the actual cost of the goods and services provided.
126	The supplier does not provide the consumer with the warranty document.	5,000	10,000	The supplier does not provide the consumer with the document proving that there is a warranty for the purchased product,

				thereby affecting the consumer's rights to get warranty services.
127	Failure to accept returning goods that are not covered by the commercial agent's or distributor's warranty and refund price thereof to consumer.	5,000	10,000	The supplier, commercial agent or distributor does not return of goods that are not covered by a warranty and refund price thereof to the consumer, thereby violating the consumer's right to a refund for unacceptable products.
128	Charge a price higher than the price advertised through any means of advertising.	5,000	10,000	The supplier or trader Imposes a price higher than the price advertised for products or services through any advertising medium, whether printed or electronic, thereby misleading consumers.
129	Non-disclosure of the condition of used or refurbished goods or those contain a non-harmful defect.	5,000	10,000	The supplier does not inform the consumer of the condition of used or refurbished goods or those contain a non-harmful defect. Such disclosure must be clearly and prominently indicated on the product itself or included in the contract or invoice issued by the supplier.
130	Advertise a commodity or service in misleading way.	5,000	10,000	Any advertisement for a commodity or service that contains inaccurate or misleading information, resulting in consumer deception regarding the characteristics, benefits or quality of the product or service. This shall include any statement that presents the commodity or service as having non-existent or essential features.

131	Non-compliance with a request to appear before the Department.	1,000	2,000	The individuals or companies Ignore or do not respond to official requests from the Department to appear before it to review or provide the required information.
132	Non-commitment to signed undertakings.	2,000	3,000	Failure to fulfil obligations or undertakings signed or approved by individuals or companies, which may include legal, contractual or administrative commitments.
133	Non-compliance with decisions and instructions issued by the Department.	1,000	2,000	Non-compliance with or deviation from decisions and procedures issued by the Department in accordance with applicable laws and regulations.
134	Provide incorrect data or documents.	10,000	20,000	Provide incorrect information or data—whether intentionally or unintentionally—to the Department, resulting in misleading it or submit documents containing misleading, unapproved or legally non-compliant information.
135	Use the business center for unauthorized activities.	1,000	2,000	The business center engages in or allows the practice of, commercial or service activities outside the scope of activities permitted under its license, the matter that constitutes an overstepping of the establishment’s authorized purpose and a clear violation of the licensing conditions issued by the Department. This shall include, for example, using the center for storing goods or materials, permanently or partially, despite storage activity has not been included in the license.

136	Increase number of offices or floor spaces without approval.	2,000	4,000	The business center adds offices or allocates additional spaces for commercial use without prior approval from the Department, the matter that constitute a regulatory violation of site usage that is inconsistent with approved plans and licensing conditions.
137	Non-compliance with the working hours of the business center.	1,000	2,000	The business center operates facilities or permits using them outside the designated and approved hours specified in the permit or regulations, the matter that constitutes a breach of operational controls and may cause disturbance to neighbors or affect surrounding activities.
138	Non-compliance with the terms and conditions of the business center license.	1,000	2,000	The business center breaches any of the terms or conditions contained in the license issued thereto by the Department or relevant authorities, whether in respect of the use of facilities, the type of permitted activities or management obligations, which constitutes a regulatory violation affecting the integrity of the working environment and compliance with legal requirements.
139	Issue or support the issuance of licenses for unapproved activities or activities beyond its authorized scope.	5,000	10,000	The business center issues or contributes to the issuance of licenses for activities not approved within its operational scope by the Department, which constitutes an overstepping of delegated powers and a violation of the regulatory procedures governing the licensing of economic activities.

140	Any other violation of the provisions of the laws regulating the practice of economic activities.	500	1,000	Any other violation of the provisions of laws regulating the practice of economic activities not stated in this schedule. The administrative penalty shall be doubled if the same violation is committed within one year from the date of the previous one.
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