



Refrain from selling or giving the invoice.



Pyramid & networking marketing.



Added fee when you buy using a credit card.



Applying service charge in non-tourism restaurant.



Provide verbal guarantee.



Misleading ads.



Differing declared price on the product with the price in the cashier.



Unreal or Unlicensed sales & promotions.



Non-compliance with shop's selling policy.



Manipulating the date of production or expiry on the products.



Forcing to buy a commodity when buying another.



Non-compliance with the provisions of maintenance, spare parts and warranty.



Using the statement (Goods sold are not refundable or replaced).



No giving necessary information or misinformation about a particular product



Refrain from return or replace the item within 15 days from the date of purchase, when having a manufactory defect or was not in conformity with the specifications approved or contracted for.



Hold products available in the market as a whole or in part for a particular person.



Limit the free flow of products to the market, or wholly or partially hidden or stored improperly, or refrain from dealing with them.

WHEN TO COMPLAIN?



Ministry of Industry,
Commerce & Tourism



moic_bahrain

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Consumer Protection
Contact Centre