



مبادرة صديق المستهلك  
" في شهر الخير مستهلكنا غير "  
مع تحيات إدارة حماية المستهلك



## Dear Consumer

As a consumer, you have the right to get a repair on the parts of the product covered under the warranty policy without bearing any additional costs.





Consumer Friend initiative  
"In the Month of Khayr, Our Consumer is aware"  
Consumer Protection Directorate regards



## Dear Consumer

As a consumer, you have the right to obtain an invoice or a quotation that shows the agreed-upon product details and measurements





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## Dear Consumer

As a consumer, you have the right to obtain a warranty policy that contains details of the warranty terms and conditions, as well as its duration, as marketed in the commercial advertisement.





Consumer Friend initiative  
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Consumer Protection Directorate regards



## Dear Consumer

As a consumer, you have the right to  
get the product at the advertised price  
on the product.





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## Dear Consumer

As a consumer, it is important that you deal with retail stores that have obtained a commercial registration license from the Ministry of Industry and Commerce to conduct their activities.

  
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## Dear Consumer

A point of sale is not allowed to set a minimum payment limit when using a credit card to purchase products.





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## Dear Consumer

A seller is not allowed to impose a condition on the consumer to purchase an additional item along with the item they wish to obtain, and the consumer has the right to obtain the product without any conditions.