



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 refuse to sign the delivery receipt and request the removal of the defective product and exchange it for a new one.


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80008001
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Dear Consumer

Make sure to deal with trusted social media accounts that have Commercial Registration to conduct their activities and avoid dealing with unknown sources.


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Dear Consumer

As a consumer, you have the right to get the missing products or obtain a refund for the goods that were not delivered by the delivery application.



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Dear Consumer

As a consumer, you have the right to get the service at the price mentioned in the offer during the promotional period.


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Dear Consumer

It is important to exercise caution when dealing with an electronic commercial account on social media platforms. Ensure that it is licensed and holds a commercial registration from the Ministry of Industry and Commerce.


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Dear Consumer

It is important for you to familiarize yourself with the contact information of those in charge of the electronic commercial account. This will facilitate communication with the relevant parties if needed.

Additionally, it is necessary to understand the exchange and refund policy of the electronic commercial activity and do not complete the purchase process before ensuring the quality of the product.



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Dear Consumer

Be mindful and request that the store records all the information agreed upon in the sales contract or invoice. This is to ensure your rights are protected.



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Dear Consumer

During the month of Ramadan, a representative from the Consumer Protection Department oversees the prize drawing process with the organizer. They certify the winners' vouchers and notify them to collect their prizes from the organizer and the licensee.