

❖ First: General Requirements for the Conduct of Economic Activities in the Emirate:

- No activity should be conducted without license or permit from DED.
- Establishment's premises should not be used as accommodation or for purposes other than the conduct of the licensed activity.
- Amendment or alteration should be made to the license details only after consent of DED.
- Any change in Establishment's location (place of business) requires prior consent of DED.
- Establishment should not have any secret doors or rooms.
- Establishment should install a board on the façade of the shop showing the working hours.
- Fitting room (Men / Ladies) is mandatory in tailor shops and clothing stores.
- It is not permitted to stack goods in the shop.
- It is not permitted to display goods outside the shop.
- It is strictly prohibited to install surveillance cameras in ladies' beauty salons, ladies tailor shops or private places and it is mandatory to put a warning that (this area is monitored by CCTV) for only licensed activities.
- It is prohibited to smoke inside the shop.
- Posters should not be put on the façade of the shop only after obtainment of permit, and the advertisement area must not exceed 50% of the façade area.
- All vending machines should not be installed only after the obtainment of the relevant permit.
- It is prohibited to sell cigarettes to people below the age of 18 years.
- It is strictly prohibited to sell or store fireworks.
- Natural herbal shops are not permitted to give medical, treatment, drug or herbal prescriptions.
- It is mandatory to approach DED to get the necessary permit for Establishment's warehouse.
- It is prohibited to sell or upload any non-original software on hardware.
- It is prohibited to sell or upload any software to open blocked websites.
- It is strictly prohibited to promote products or services by phone
- Any promotional or publicity campaign for products, services and establishments through social media requires prior permit.
- Promotion of the store through brochures or posters requires DED's permit.
- **It is prohibited to distribute a publicity card in residential areas and public and private facilities and on vehicles.**
- It is prohibited to tint facades of stores situated in the ground floor, except medical clinics and ladies' salons.
- The license or permit should be placed in a visible place in the store.
- Sales, promotional campaigns and advertisement permits require DED's prior consent.
- Prices should be indicated on goods and commodities.
- Customer has the right to get purchase invoice.
- Shop owner must display return and exchange policy in visible place.
- It is prohibited to promote, sell or display any counterfeit goods or goods of unknown source.
- Contracting parties must comply with agreement concluded between them.

- It is mandatory to comply with the laws on consumer protection.
- It is prohibited to charge additional fees for the use of credit cards.
- It is prohibited to conduct activity after 12:00 AM without permit.
- Production and expiry dates must be shown on goods.
- In case of warranty of spare parts, electric appliances or other products subject to warranty, the purchaser must be notified in writing of the warranty coverage, warranty period and the causes that result in warranty cancellation.
- Establishment should obtain prior permit for clearance.
- Precaution should be taken in cases of purchase from vehicles that do not carry any trade name or do not issue any sale invoices; it is necessary to know the source of offered or sold goods.
- Service prices must be indicated and consumer must be notified thereof before the service delivery.
- It is prohibited to install any products carrying counterfeit brands.
- Customer must receive a paper proving that the repair workshop received along with a description of car scratch and dents.
- The workshop is liable for the vehicles in its possession during repair until their receipt by the customer.