

❖ Consideration of Commercial Agency Infringement Dispute

<ul style="list-style-type: none"> <li>Name of Service</li> </ul>	<u>Consideration of Commercial Agency Infringement Dispute</u>
<ul style="list-style-type: none"> <li>Description (Simple Explanation of the Service):</li> </ul>	<ul style="list-style-type: none"> <li>This Service enables commercial agencies approved in the UAE or their representatives to submit a complaint for infringement of commercial agencies</li> </ul>
<ul style="list-style-type: none"> <li>Service Category &amp; Type:</li> </ul>	<ul style="list-style-type: none"> <li>Sub-service / Procedural</li> </ul>
<ul style="list-style-type: none"> <li>Concerned Division</li> </ul>	<ul style="list-style-type: none"> <li>Anti-commercial Fraud Division</li> </ul>
<ul style="list-style-type: none"> <li>Service Beneficiary:</li> </ul>	<ul style="list-style-type: none"> <li>Companies</li> <li>Establishments</li> <li>Business sector</li> </ul>
<ul style="list-style-type: none"> <li>Required Documents :</li> </ul>	<ul style="list-style-type: none"> <li>Official letter from the agent or the company or its representative including the details of complaint provided that the complaint is written in Arabic if possible.</li> <li>Official POA duly notarized and attested by official entities in the UAE from the trademark owners to proceed with the complaint (if the complaint is submitted by commercial agency representative)</li> <li>List of Complainees</li> <li>Original sample and counterfeit sample</li> <li>State similarities</li> <li>Copy of commercial agency registered with the Ministry of Economy (valid)</li> </ul>
<ul style="list-style-type: none"> <li>Steps for Receiving the Service (Customer Journey):</li> </ul>	<ul style="list-style-type: none"> <li>Request shall be submitted through DED's website or smart application</li> <li>Electronic payment of fees.</li> <li>To study the complaint and verify its validity.</li> <li>In case of approval of complaint, the complainant is notified to pay the following fees: inspection of any location at the request of the complainant from one to three locations AED 1000</li> <li>based on complainant's request AED 300 to be added •Inspection of warehouse at the request of complainant AED 2500.</li> <li>Field inspection and law enforcement on establishment object of complaint</li> <li>Take the necessary legal action as per the list of violations</li> <li>Notify the complainant of the result of actions taken</li> <li>Closure of Complaint</li> </ul>

▪ Terms & Conditions:	• N/A
▪ Fees:	• AED 2500 plus the aforementioned inspection fees in case of approval
▪ Service Correlation with other Services:	• N/A
▪ Service Delivery Channels:	• DED's website or smart application
▪ Service Code:	• N/A
▪ Service Delivery Duration:	• (10) ten working days
▪ Limitation of the Service:	• N/A