

Business Protection Department Business Complaints (B2B) Service



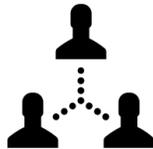
PROTECTION PROCESS – Service name: Business Complaint (B2B)



Investigate



Inspect



Coordinate



Mediate



Settle



Binding Doc.

TYPE OF COMPLAINTS

- Additional fees for a service or product
- Non-Compliance of store policy with the law
- Non-Compliance with after-sale services
- Non-Compliance with business activity
- Non-Compliance with price list
- Non-Compliance with standards and specifications
- Non-Compliance with terms & of the agreement or contract
- Non-Compliance with terms of agreements
- Non-Compliance with terms of warranty
- Vat-Value added tax

IMPORTANT QUESTIONS

WHY CHOSE OUR SERVICE?

- Business Protection resolved more than 5000 commercial complaint since 2015
- The service takes 10 days and includes the following stages: (investigation, inspection, coordination, mediation, settlement with a binding document)
- This service is the cheapest and most affordable in the market
- A Legal binding document will be provided to the client
- A clear and true outcome will be provided to the client
- As a license regulator for the defendant, we have the most reliable sources of information

WHAT ARE THE CRITERIA'S TO ACCEPT THE SUBMISSION?

- It has to be a commercial dispute
- Offender must be licensed by Department of Economy & Tourism, Dubai
- Provide the contract and supporting documents (invoice...) once requested by the case specialist
- Pay fees of AED 2,020

WHAT IS NOT WITHIN THE DEPARTMENT SCOPE?

- Cases in real estate, insurance companies and banks
- Cases regarding cheques and frauds are not accepted
- Cases that requires technical and engineering reports unless provided from an approved authorized organization
- Cases against licensed companies issued by free-zones and other Emirates

HOW TO PROTECT YOUR BUSINESS? (8-point checklist)

- Ensure the other party has a valid business license from Department of Economy & Tourism, Dubai
- Ensure you have all supporting documents (invoices, emails etc.)
- Ensure you have a documented contract with clear details
- Ensure all financial transactions are direct and transparent
- Ensure that standard of goods, products and services match contract
- Ensure correspondence address for both parties are accurate and valid
- Ensure secure inventory of all supporting documents
- Ensure you understand commercial transaction law

To Raise a Commercial Complaint

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DUBAI CONSUMER



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 Business Protection

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