



هيئة حماية المستهلك

Consumer Protection Authority

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Consumer Protection Law 66/2014

&

The Executive Regulations Of The Consumer Protection Law 77 / 2017



**Consumer
Protection Law**
66/2014
&
**The Executive
Regulations Of The
Consumer
Protection Law**
77 / 2017

Second edition
2025

Luminous word

Nation building and development are a public responsibility that requires the commitment of all, without exempting any one from their role, in their respective specialties, and within their capabilities. Oman has been founded, and its civilization has been established through the sacrifices of its people who used their utmost in preserving its dignity and strength, exhibiting their loyalty in performing their national duties and advancing national interests to personal interests. This is what we are resolved to consolidate and protect, so that we could attain the level of development that we aspire for, the prosperity which we will work to realize and the decency that must prevail in all sectors and become firm grounds for all that we will do.

Quotes from the speech of
His Majesty Sultan Haitham bin Tarik,
23rd February 2020



His Majesty the Sultan
Haitham bin Tariq the Great
- may God protect and protect him -

**Royal Decree
No. 66/2014
Promulgating the Consumer Protection Law**

We, Qaboos Bin Saed The Sultan of Oman

After perusal of the Omani Basic law promulgated by Royal Decree Number 101/96,

The Consumer Protection Law promulgated by Royal Decree Nr. 81/2002, and

After referral of the same to the Council of Oman, and

According to the public interest;

We decreed as follows :

Article One

The provisions of the Consumer Protection Law attached herewith shall come into force.

Article Two

This Decree shall be published in the official gazette.

Issued on: Safar 7th for the year 1436 AH

Corresponding to: November 30th, for the year 2014 AD

**Qaboos Bin Saed
The Sultan of Oman**



Consumer Protection Law

66/2014



Chapter one

Definitions and General Provisions

Article (1)

In application of the provisions of this law, the following words and phrases shall have the meanings assigned thereto, unless the text requires otherwise:

The Authority:

Public Authority for the Consumer Protection.

Board:

The Board of Directors of the Authority.

Chairman:

The chairman of the authority.

Concerned Entity:

The unit responsible for supervising the regulation of the supply activities.

The Competent Authority:

The unit responsible for supervising the regulation of the Supplier's activities.

Regulations

The executive regulations of the Consumer Protection Law

Consumer:

Any natural or legal person who obtains a product or receives a service for a price or free of charge.

supplier:

Any natural or legal person engaged in trading a product or providing a service to consumers.

Advertiser:

Any natural or legal person who advertises a product or service using various advertising and promotional means.



Product:

Any industrial, agricultural, animal or processed product including raw elements and materials and components used in production.

Service:

Any work performed by the supplier for the consumer for a price or free of charge.

Trading:

Selling, buying, offering, manufacturing, supplying, producing, promoting, transporting, storing, or distributing a product. Possession of a product for the purpose of sale is also considered trading.

Misleading Advertisement:

Any advertisement that directly or indirectly deceives the consumer.

Defect:

Any deficiency in the value or utility of a product or service that deprives the consumer of full or partial benefit, making it unfit for its intended use, without the consumer being responsible for it.

Standard Specifications:

The mandatory standards approved by the Directorate General for Specifications and Measurements (DGSM) at the Ministry of Commerce and Industry (MOCI).

Article (2)

It is prohibited to diminish the rights of consumers, or the obligations of suppliers stipulated in this law, its regulation, or any other related laws and regulations.

Any agreement that contradicts this shall be considered null and void.

Article (3)

No product shall be traded, nor any service provided, before fulfilling all health and safety requirements and obtaining the necessary licenses or approvals from the concerned entity, as specified by the regulation.



Article (4)

No product shall be advertised, nor any service provided, without obtaining approval from the concerned entity.

Article (5)

Any product or service that, when used improperly, may harm consumer safety or property must include a clear and specific warning in both Arabic and English. This warning should indicate the correct usage method and remedies for any harm resulting from its use, as specified by the regulations.

Article (6)

Every commercial establishment registered in the commercial register must display its registration number on all correspondence, invoices, commercial advertisements, and any other documents issued when dealing with consumers.

Article (7)

It shall be prohibited to trade in any adulterated, spoiled, counterfeit, or unauthorized commodities, and such commodities shall not be advertised. The Regulations shall determine what constitutes adulterated, spoiled, or counterfeit commodities.

Article (8)

If a confirmed or imminent risk arises—based on verified information and standards specified in the Regulations—due to the provision of a service or the trade of a particular product, the chairman, after coordination with the relevant authorities, shall issue a decision to suspend the service, prohibit the product, or destroy it if destruction is the only means of eliminating the associated risk. Additionally, the chairman shall issue warnings or notifications to consumers to take the necessary precautions. Government authorities shall bear the responsibility of ensuring the quality of such services or inspecting these goods. The chairman has the authority to obligate the supplier to properly provide the service, issue a refund, replace the product with a similar one, modify it, or refund its price either fully or partially. The supplier must comply with all decisions issued by the chairman in this regard.



Article (9)

In case of a crisis, natural disaster, exceptional circumstances, or unusual market conditions leading to an abnormal price increase, the Board chairman , after obtaining approval from the Board of Ministers, must take temporary measures to limit the price increase.

The regulations specify the criteria for determining an abnormal price increase and the procedures to be taken to control such an increase.

Article (10)

In the event of a dispute between the supplier and the consumer, the Authority may seek the assistance of experts and specialists to provide the necessary technical expertise, as stipulated in the Regulations.

Article (11)

For the purpose of exercising its powers, the Authority may request the examination of a commodity in government laboratories or other accredited laboratories, whenever required in the public interest, in accordance with the provisions of the Regulations. The supplier shall bear the cost of the examination if the commodity is found to be unsuitable.

Article (12)

The Authority shall issue periodic bulletins to inform consumers about the prices of goods and services in the market, any changes affecting them, and future market trends regarding the movement of goods and services. These bulletins may also include a list of penalties imposed on violators.

Article (13)

The chairman shall take all necessary measures and procedures to ensure consumer rights as provided in this Law, other relevant laws, regulations, and decisions. The Chairman has the authority to halt any violation or infringement of consumer rights, as well as general rules related to the health and safety of goods and services, ensuring compliance with standard specifications, as stipulated in the Regulations.



Chapter Two

Consumer's Rights

Article (14)

Consumer's rights are guaranteed under the provisions of this law and particularly with regard to the following:

- A. The right to obtain accurate information about the goods purchased or used, or the services received.
- B. The right to freely choose when selecting any good or receiving any service.
- C. The right to quality assurance of the goods and services and to receive them at the advertised price.
- D. The right to consumer health and safety when obtaining any good or service, and to be protected from harm during its normal use.
- E. The right to fair compensation for any damage caused to the consumer or their property due to the acquisition or normal use of a good or service.
- F. The right to representation in matters related to consumer protection policies.
- G. The right to have their religious values, customs, and traditions respected when receiving any good or service.

Article (15)

The consumer has the right to receive an invoice in Arabic as proof of purchase of a good or receipt of a service. The invoice must contain the essential details of the good or service, in addition to any other details as specified in the Regulations.



Article (16)

The consumer has the right to exchange or return any good and receive a refund within fifteen (15) days from the date of receipt, excluding perishable consumer goods, without incurring any additional cost, if the good has a defect, does not conform to standard specifications, or does not serve the intended purpose for which it was purchased, provided that the consumer presents proof of purchase from the supplier and that the defect was not caused by misuse of the good by the consumer. The Regulations shall specify the types of goods to which this Article applies.

Article (17)

The consumer has the right to a warranty from the supplier for all goods. This warranty remains valid for the final consumer upon transfer of ownership of the good. Any agreement stipulating otherwise shall be null and void.

Article (18)

The consumer may prove the existence of any defect in the good by any means of evidence.

Chapter Three

The Obligations of the Provider, Advertiser and Agent

Article (19)

Both the supplier and the advertiser are obligated to provide the consumer with accurate information about the good or service. In all cases, the supplier must display, in Arabic and in a clearly visible manner on the product, information regarding the price, weight, production date, expiration date, product name, ingredients, country of origin, and specification number, as well as any other details specified by the Regulations. The information may also be provided in another language in addition to Arabic. The Regulations shall determine which goods cannot have their details physically displayed.

Article (20)

Both the supplier and the advertiser must adhere to transparency and credibility and refrain from engaging in false or misleading



advertisements or promotional activities when marketing goods or services to consumers.

Article (21)

The supplier is obligated to respect religious values, customs, and traditions when providing consumers with any good or service.

Article (22)

Without prejudice to any other legal or contractual guarantees in favor of the consumer, the supplier is obligated to ensure that the goods and services provided to the consumer comply with standard specifications and health, safety, and environmental requirements. In the absence of a standard specification, the generally accepted standard must be adhered to.

Article (23)

The supplier must provide the service to the consumer correctly and in accordance with its nature. The supplier is also required to guarantee the service provided for a period appropriate to its nature. If the supplier fails to fulfill this obligation, they shall be required to refund the value of the service, compensate for any deficiencies, or provide the service again correctly, in accordance with the provisions of the Regulations.

Article (24)

The supplier must provide the consumer with a receipt or invoice in Arabic, written clearly and legibly, as proof of the purchase of a good or receipt of a service. The invoice must include the essential details of the good or service as specified by the Regulations. The information may also be provided in one or more additional languages alongside Arabic. The warranty may be stated in the purchase invoice or in a separate document.

Article (25)

The supplier is obligated to accept the return of a good and refund its value, replace it, or repair it free of charge if the consumer discovers a defect in the product. The Regulations shall specify the return process, the method for determining damages and compensation, and the timeframe within which the consumer must return the good to the supplier.



Article (26)

The supplier is responsible for ensuring repair and maintenance services in accordance with the provisions of this Law and the Regulations.

Article (27)

Upon discovering a defect in a good or service that may harm the consumer or their property, the supplier must immediately cease trading the product or providing the service, promptly notify the affected consumers and relevant authorities about the defect, potential harm, and necessary precautionary measures, and immediately withdraw the defective product from the market, in accordance with the Regulations.

Article (28)

The supplier is prohibited from refusing to provide a service, selling a good, imposing the purchase of a specific quantity, requiring the purchase of another good along with it, or charging a price higher than the advertised price.

Article (29)

A supplier who sells a used or defective good must disclose its condition to the consumer and include this information in the contract or invoice, in accordance with the Regulations.

Article (30)

The supplier must allow authorized Authority officials to perform their legal inspection duties and facilitate their tasks.

Article (31)

The supplier is prohibited from conducting any promotional campaigns or discounts on the prices of goods and services without obtaining the necessary licenses and approvals from the competent authority, which shall coordinate with the Authority to verify prices, as specified by the Regulations.

Article (32)

No supplier shall, either individually or in agreement with others, engage in any activity aimed at monopolizing the trade of a good or the provision of a service, as stipulated in the Regulations.



Article (33)

Without prejudice to the provisions of the Commercial Agencies Law, a commercial agent shall be bound by all the obligations of the manufacturer of a good during the warranty period. The agent must also provide spare parts and repair workshops necessary for the maintenance of the good.

If fulfilling warranty obligations exceeds fifteen (15) days, the agent must provide the consumer with a similar replacement product free of charge until the original product is repaired. If no agent exists within the Sultanate, the supplier shall assume all agent responsibilities as stipulated in this Article.

Chapter Four

Reporting and Regulating Violations

Article (34)

Employees designated by a decision issued by the competent authority, in agreement with the Chairman, shall have the capacity of judicial officers in the application of this Law and its Regulations.

They shall, in all cases, have the right to enter commercial establishments and their annexes, review all documents and records related to the goods or services provided by the supplier, and request copies thereof to verify their accuracy. They may also collect samples of goods for testing in accordance with the provisions of the Regulations and may seek assistance from the Royal Oman Police to carry out their duties.

Article (35)

Violations shall be recorded, investigated, and addressed administratively or judicially as appropriate, in accordance with the Regulations and applicable laws, regulations, and decisions.

Article (36)

If sufficient evidence exists indicating a violation of this Law or its Regulations that could endanger consumer health or safety, the authorized judicial officers of the Authority shall have the right to seize and confiscate the goods and take action in accordance with the procedures and controls specified in the Regulations.



Article (37)

The Public Prosecution, upon prior request from the Chairman or an authorized delegate, may issue a temporary order to close an establishment or suspend its activities until the case is adjudicated. Concerned parties may appeal this decision before the Misdemeanor Appeal Court in the Consultation Chamber.

Chapter Five Penalties

Article (38)

Without prejudice to any harsher penalties stipulated in the Omani Penal Code or any other laws, violations under this Law shall be subject to the penalties prescribed herein.

Article (39)

Anyone who violates Articles (3, 5, 19, 21, 22, 23, 29, 30) of this Law shall be punished by imprisonment for no less than ten (10) days and no more than one (1) year, and/or a fine of no less than one hundred (100) Omani rials and no more than two thousand (2,000) Omani rials.

Article (40)

Anyone who violates Articles (7, 8, 20, 25, 27, 28, 32) of this Law shall be punished by imprisonment for no less than three (3) months and no more than three (3) years, and/or a fine of no less than two thousand (2,000) Omani rials and no more than fifty thousand (50,000) Omani rials. If the violation results in the death of one or more persons, the prison sentence shall not be less than five (5) years.

Article (41)

Anyone who violates Articles (4, 6, 24, 26, 31) of this Law shall be subject to a fine of no less than one hundred (100) Omani rials and no more than five thousand (5,000) Omani rials.

Article (42)

The same penalties prescribed in this Law shall apply to the Chairman and members of the Board of Directors, the Chief Executive Officer, authorized managers, and responsible officials of a violating legal entity,



if it is proven that they were aware of the violation and that their failure to fulfill their duties contributed to the offense.

Article (43)

In applying the provisions of this Law, the competent court may, in addition to imposing imprisonment and fines, order in all cases the confiscation or destruction of the goods involved in the offense, along with any materials and tools used in the commission of the offense, at the expense of the convicted person. The court may also order the temporary or permanent suspension of business activities or the closure of the establishment where the offense occurred.

Article (44)

In the event of a conviction, the court may order the publication of a summary of the judgment in two widely circulated daily newspapers, one of which must be in Arabic, at the expense of the convicted person.

Article (45)

The proceeds of fines imposed under the provisions of this Law and its Regulations shall be transferred to the public treasury.

Article (46)

Without prejudice to the criminal penalties prescribed by this Law, the Chairman of the Board may impose administrative fines for violations of this Law or its Regulations, as specified in the decisions and regulations issued by the Board. The administrative fine shall not exceed one thousand (1,000) Omani rials, and in the event of a repeat violation, the fine shall be doubled.

A repeat violation under this Article is defined as committing a similar offense within two (2) years from the date the previous fine was imposed. In the case of a continuing violation, an administrative fine of up to one hundred (100) Omani rials per day may be imposed for each day the violation persists, provided that the total fine does not exceed two thousand (2,000) Omani rials.



Chapter Six

Final Provisions

Article (47)

The chairman of the Board shall issue the Regulations of this Law after obtaining the approval of both the Board and the Board of Ministers within six (6) months from the date of the issuance of this Law. The Chairman shall also issue the necessary decisions to implement the provisions of this Law, after obtaining the Board's approval. Until the new Regulations are issued, the Executive Regulation of the Consumer Protection Law, issued by Ministerial Decision No. 49/2007, shall remain in effect insofar as it does not contradict the provisions of this Law.

Article (48)

The Consumer Protection Law issued by Royal Decree No. 81/2002 shall be repealed, along with any provisions that contradict or are inconsistent with the provisions of this Law.

Article (49)

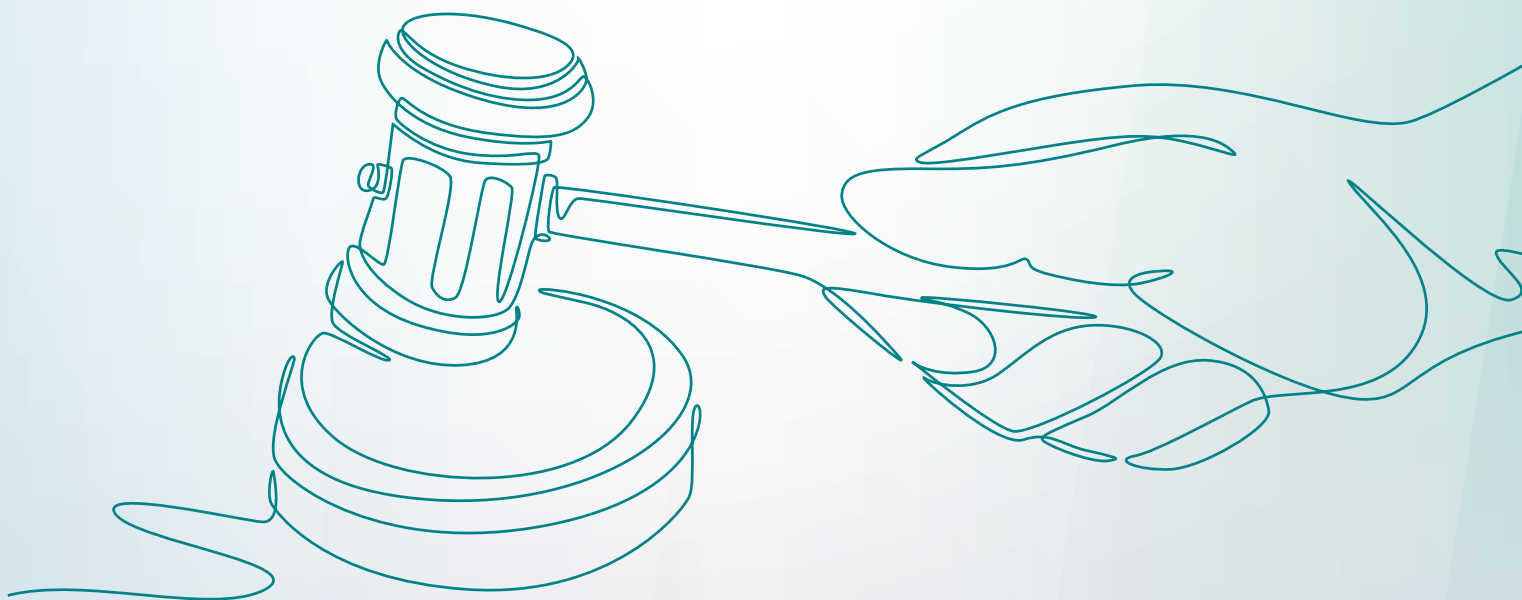
This law shall enter into effect (3) three months after the date of its publication in the official gazette.





THE EXECUTIVE REGULATIONS OF THE CONSUMER PROTECTION LAW

77 / 2017



DECISION NO .77/2017 PROMULGATING THE EXECUTIVE REGULATIONS FOR THE CONSUMER PROTECTION LAW

Based on:

- The Royal Decree No.26/2011 establishing the Public Authority for Consumer Protection,
- The regulation of the Public Authority of Consumer Protection issued by the Royal Decree No.53/2011
- The Consumer Protection Law issued by the Royal Decree No.66/2014 ,
- The executive regulations of the Consumer Protection Law promulgated by the ministerial decision No.49/2007
- The approval of the Council of Ministers
- The approval of the Board of Directors of the Public Authority for Consumer Protection, And in accordance with the public interest,

We decreed the following

Article One

The Executive Regulation of the Consumer Protection law attached herewith shall come into force.

Article Two

The above-referred to ministerial decision No.49/2007 shall be invalidated along with all provisions violating or breaching the regulations attached herewith.

Article three

This Decree shall be published in the official gazette and shall come into force on the day following that of its publication.

Issued on: 10th Jumada al-Thani, 1438 AH
Corresponding to: 9th March, 2017 AD

Dr. Said bin Khamis Al Ka'abi
Chairman of the Public Authority for Consumer Protection



CHAPTER ONE

Definitions and General Provisions

Article (1)

In application of the provisions of this law, the following words and phrases shall have the meanings provided in the Consumer Protection Law, unless otherwise required:

1. **Law:** The Consumer Protection Law
2. **Competent body:** The administrative division within the Authority responsible for implementing the provisions of the law and these regulations.
3. **Recall:** A procedure undertaken by the Authority or the supplier to withdraw a product or suspend a service if it has a defect or does not comply with standard specifications and poses a risk to the consumer.
4. **Warranty:** A written declaration issued by the supplier, commercial agent, advertiser, or their representative, ensuring that the product or service covered by the warranty is free of defects, complies with standard specifications, and guaranteeing replacement, return, refund, or repair of any malfunction or defect occurring during the warranty period.
5. **E-Contracting:** A contract signed between the supplier and the consumer through electronic means.

Article (2)

The relevant authorities may propose amendments to the provisions of these regulations and submit them to the Council of Ministers for approval. If approved, the Chairman of the Council shall take the necessary measures for amendment.

Article (3)

A product shall be deemed fraudulent in any of the following cases:

1. If it has undergone any alteration or modification in its quantity, measurement, volume, weight, capacity, standard, identity, nature, characteristics, elements, origin, composition, expiration date, properties, labels, or content.



2. If it has been repackaged in different containers.
3. If it is advertised or promoted in a manner that contradicts its true nature.
4. If non-standard, defective, or health-hazardous utensils, containers, packaging, labels, or printed materials are used in its preparation or production for sale.

Article (4)

A product shall be considered unfit for consumption in any of the following cases:

1. If it is unsuitable for its intended use, consumption, or exploitation.
2. If its expiration date has lapsed.
3. If its physical properties or components have undergone an undesirable alteration.
4. If it exhibits signs of spoilage or deterioration.
5. If laboratory analysis confirms its unsuitability for use or consumption

Article (5)

A product shall be classified as counterfeit if it closely resembles an original product in appearance but differs in quality, thereby misleading the consumer regarding its source, type, composition, elements, quantity, form, or value.

Article (6)

The Chairman of the Authority, in coordination with the relevant authorities, shall issue a decision to suspend the provision of a service, prohibit the distribution of a product, or mandate its destruction if such destruction is deemed the only effective measure to eliminate the associated risk. Such a decision shall be warranted under the following circumstances:

1. If a confirmed risk has been identified or is imminent based on verified information.
2. If the product or service is found to be non-compliant with established standards, fraudulent, unfit for consumption, counterfeit, or unauthorized for distribution.



3. If the use of the product or service poses a risk to the consumer's health, safety, or financial assets.
4. If there are scientific studies, research, or laboratory results confirming that the product or service is harmful to the consumer's health, safety, or financial assets.
5. If reports or complaints have been filed regarding the product or service, provided that their validity has been verified.

Article (7)

The Chairman of the Council, upon approval from the Council and the Council of Ministers, shall take temporary measures in the event of circumstances outlined in Article (9) of the Law to halt continuous price increases, reduce, or regulate them. A decision shall be issued specifying the terms of product and service distribution, their prices, and the period of its enforcement. The validity of such a decision may be extended for one or more periods under the same procedures, should the conditions stipulated in Article (9) of the Law persist.

Article (8)

When assessing an abnormal increase in prices pursuant to Article (9) of the Law, the Chairman of the Council shall consider the following factors:

1. The availability of the product.
2. The inflation rate within the Sultanate.
3. The price of the product or service during previous periods.
4. The general price level in the Sultanate and neighboring countries.
5. The price of the product or service in the Sultanate and in neighboring countries.
6. The percentage increase in the price of the product or service.
7. The exchange rate of foreign currency at the time of importation of the product or raw materials.
8. Consumer complaints filed with the Authority.
9. Price increases in the country of origin.
10. Rising costs of shipping and transportation.
11. Increases in energy prices.



12. The extent of competition or monopolization, in accordance with applicable law.

Article (9)

A consumer may, in the event of a dispute with a supplier, file a complaint with the competent authority using the prescribed form for this purpose, attaching supporting evidence and documents.

The competent authority shall decide on the complaint within (30) thirty days from the date of its complete submission.

The competent authority may seek the opinion of an expert to provide a technical report on the dispute between the consumer and the supplier.

The consumer shall bear the expert's fees. However, if a final judicial ruling is issued in favor of the consumer, they shall have the right to claim reimbursement of the expert's fees.

Article (10)

The Authority may take free samples of products that pose a risk to consumer health, safety, or financial assets for examination under the following conditions:

1. The number of samples taken shall be sufficient, and the process shall be conducted in the presence of the supplier, their representative, or one of their employees.
2. The samples shall be referred to government or accredited laboratories for testing.
3. If the suspected product is perishable, priority shall be given to its laboratory examination on an urgent basis.
4. The supplier shall bear the cost of testing and compliance verification if the product is found to be non-compliant or unfit for use.



Chapter two Consumers' Rights

Article (11)

The Chairman shall take all necessary measures to ensure consumer rights and regulate fair transactions, in compliance with the general principles governing the safety of goods and services and verifying their conformity with standard specifications. In particular, the Chairman may undertake the following:

1. Issue warnings or notices or adopt any necessary precautions to inform and alert consumers.
2. Require the supplier to take back goods for replacement or exchange, or to refund the price in whole or in part.

Article (12)

The supplier shall provide the consumer with an invoice confirming the purchase of a product or receipt of a service, whether requested by the consumer or not. The invoice must be in Arabic, and it may be accompanied by one or more other languages.

The invoice must include essential details regarding the product or service, in addition to the following information:

1. The supplier's name, trade name, commercial registration number, and all relevant business details.
2. The date of the contract for the product or service.
3. The price of the product or service, its type, and any applicable taxes.
4. The quantity of the product in terms of number, weight, or volume.
5. The delivery date (if applicable) and the method of execution.
6. The signature and seal of the supplier or their legal representative.
7. The warranty period, duration of maintenance, or free service period, and the nature of the service, depending on the type of product or service. This information may be provided in a separate document.



Article (13)

Without prejudice to article (12) of the regulations, the invoice proving the purchase of the commodity or the receipt of the service in installments shall include the following information:

1. Total installment amount.
2. Profit rate and how it is calculated.
3. Calculation date of profit rate.
4. Number of installments and the value of each.
5. Installment period.
6. Penalties placed on the consumer in case of failure or delay to pay installments.
7. Rights and obligations of the contracting parties in terms of ownership and disposition thereof during the installment period..

Article (14)

The supplier shall make sure that the consumer has checked out the information provided in Article (12) and (13) of the regulations and approved it.

Article (15)

If any of the goods listed in Annex No. (2) attached to these Regulations are found to be defective or non-compliant with standard specifications or the intended purpose of the contract, the consumer shall have the right to:

1. Request a replacement of the product, return it, and receive a refund without any additional cost, or request repairs, subject to the following conditions:
2. The consumer must request a replacement or refund within (15) fifteen days from the date of receipt of the product.
3. The consumer may request repair of the defect within the warranty period.
4. The supplier must provide proof of repair within the warranty period.
5. The consumer must provide proof of purchase from the supplier.



6. The defect must not be due to misuse of the product by the consumer.

Article (16)

If the consumer replaces the product or returns it for a refund in accordance with the provisions of Article (15) of these Regulations, they shall also have the right to claim compensation for any damages incurred

Article (17)

The determination of the compensation amount due to the consumer for damages incurred as a result of purchasing a defective product or failure in the provision of a service, as well as the amount to be paid by the supplier, shall be established either by mutual agreement between the consumer and the supplier, by referring the matter to the Authority in accordance with the mechanism established by a decision of the Chairman, or by resorting to the competent court.

Chapter Three

The Obligations of the Supplier

Article (18)

The supplier is bound to respect the consumer's rights provided in the Consumer Protection Law and he shall fully adhere to it and any obligations arising from any agreement with the consumer about any service or commodity.

Article (19)

The supplier is prohibited from the following:

1. To trade in any adulterated, corrupt, counterfeit commodities or any commodities that are not authorized for trading and the same may not be advertised through advertisements, publications, leaflets or any other means.
2. To deceive or attempt to deceive the consumer in any way on the



reality, nature, type, origin, composition, benefits or components of the commodity or the service.

3. To deliver to the consumer or offer him a different commodity or service or deliver a different amount of commodity or service in contrary to what has been agreed upon.
4. Not to declare the danger that may harm the safety of the consumer when using any commodity or receiving any service, the moment it has been discovered, or failing to indicate the mode of use or the necessary precautions required due to the nature of the commodities.
5. Failing to deliver commodities on their delivery date or failing to provide and fulfill the agreed service on the due date.
6. To use inaccurate or fraudulent scales, weights, measuring devices or stamps and seals or inspection devices.
7. To use means or methods that may manipulate the readings of the scale, weight, measuring or inspection device of the commodity.
8. To provide or make use of any fraudulent, fake or inaccurate certificates or statements for commodities or services as quality guarantee certificates provided from competent bodies.
9. To not state the conditions of the sale, instructions of how to use the electric, mechanic, electronic devices.
10. To advertise commodities or services that may deceive or mislead the consumer in terms of any of its components, the quantity of useful elements, its quality and relevant information.
11. To raise the prices in emergency cases or during natural disasters or exceptional circumstances or during any extraordinary and special-nature market situations
12. Charging a price for a good or service that is higher than the advertised price.
13. To not inform the consumer that the commodity is used or defective.
14. Not to put prices on the commodities or the services provided.
15. To limit the consumer rights and the obligations of the supplier specified in the Law and Regulations.



Article (20)

Any contractual clause that exempts the supplier from civil liability toward the consumer shall be deemed null and void. The following conditions shall also be deemed invalid, whether they appear in contract templates, documents, invoices, notices, advertisements, business-related memoranda, store signage, or product labels:

1. The phrase "Sold goods are neither returnable nor exchangeable."
2. Setting a return period shorter than the legally prescribed period.
3. Denying the consumer the right to a refund for a product or service.
4. Requiring the consumer to engage with specific financing or insurance companies when making a purchase.
5. Requiring the consumer to pay the full price before receiving the product or service, if delivery is not immediate upon purchase.
6. Imposing a condition that vehicle maintenance or repairs must be carried out exclusively at the dealership within a specified period, prohibiting external repairs.
7. Limiting the warranty to the product itself without covering labor costs or other related expenses.
8. Exempting the supplier from liability for the product during the maintenance period.
9. Any statement by the supplier attempting to disclaim responsibility.
10. Granting the supplier unilateral authority to modify or terminate the contract without the consumer's consent.
11. Stipulating that the product price shall be determined upon delivery or that the service price shall be subject to unilateral revision by the supplier.

Article (21)

The supplier is prohibited from trading in any commodity or providing any service before fulfilling all health and safety conditions stipulated in the relevant laws, regulations and decisions – according to the nature of each commodity or service – and obtaining licenses or approvals from the concerned authorities, in addition to the following conditions:

1. Conformity of the commodity to standard specifications
2. The availability of quality elements to ensure the achievement of the



desired purpose of the good or service.

3. The good or service is free from any risks or damages affecting the safety and health of the consumer or his money.

In all cases, the supplier must submit an approved report proving this at the request of the Authority.

Article (22)

If the supplier trades in products or services that may pose a risk to consumer safety or financial interests if misused, they must:

1. Provide a clear and specific warning about the product or service in both Arabic and English.
2. Specify instructions for proper use, necessary precautions, ways to prevent potential harm, and remedies for any resulting damage, based on the nature of the product or service.
3. Ensure that all components necessary for assembling the product are included, and, if required, provide a qualified technician for assembly.
4. Ensure that all information mentioned in (1) and (2) above is written in both Arabic and English on the packaging, outer wrapping, or an enclosed instruction manual.

Article (23)

The supplier must clearly indicate the following information on the product or its packaging, in addition to the details specified in Article (19) of the Law:

1. Information regarding the product's origin, nature, type, essential characteristics, composition, and elements.
2. Instructions for use and necessary precautions.
3. The information must be written clearly and legibly, in a manner that prevents its removal, and Arabic must be one of the languages used.

Article (24)

A price list for goods and services must be placed in a prominent



location in accommodation facilities, restaurants, cafés, and similar establishments, including applicable taxes, if any, with Arabic as one of the languages used.

Article (25)

The products listed in Appendix No. (1) attached to these Regulations are considered products that cannot bear written information.

For products specified in this annex, an accompanying leaflet must include the details referred to in Article (19) of the Law and Article (24) of the Regulations, without prejudice to standard specifications.

Article (26)

Without prejudice to the provisions of Article (21) of the Law, it is prohibited to do the following:

1. Trading in products that contain elements that violate religious beliefs, contain offensive phrases, images, slogans, or symbols that contradict religious values, morality, public decency, or customs.
2. Trading in products that are of an indecent nature or violate public morals.
3. Misusing products or services in a manner that offends public decency, contradicts public morals, or violates customs and traditions.

Article (27)

Products listed in Appendix (2) attached herewith are covered in the warranty.

Services listed in Appendix (3) attached herewith are covered in the warranty.

Warranty shall be applicable for a period of at least three months (3) or for a longer period as agreed or fixed by another law.

Warranty period for products and services not listed in appendix (2) and (3) attached in the regulation will be based in accordance with the provisions of the contract.

Without prejudice to article (26) of this Law, the supplier shall guarantee the repairs and maintenance as agreed with the consumer without delay or unreasoned refusal, during a time interval appropriate to the



nature of commodity or service.

If the supplier fails to fully adhere to the guarantee of maintenance or repairs, he shall refund the amount of commodity or service to the consumer or properly repair and re-maintain it.

Article (29)

Without prejudice to article (27) of this Law, the supplier shall, upon discovering a defect in the commodity or service that is deemed harmful to the consumer or the property thereof, serve a written notice to the Authority including the following:

1. Name and the job title of the notifier, nationality and address in the Sultanate.
2. Information of claimed commodities or services.
3. Discovery date of the claimed defect.
4. Technical identification of the claimed defect.
5. Potential damages of the claimed defect with indication of how to prevent such damages and the procedures and means provided by the supplier allowing the consumer to repair the damage.
6. List of consumers' names or the quantity of the defective commodities and the nature and type of each commodity.
7. Any other information the supplier wants to include in the notice

Article (30)

Upon discovering a defect in a product or service, the supplier must immediately contact the consumer using the contact details provided in the contract. Additionally, the supplier must publish a notice in at least two widely circulated local newspapers, one of which must be in Arabic, with a minimum advertisement size of (15 cm × 15 cm) in a clear and legible format.

Article (31)

The recall of commodity shall include, in accordance with article (27) of the Law and after obtaining the Authority's approval, the following:

1. Name and address of the supplier



2. Commodity trade mark
3. Commodity's name, description and country of origin.
4. Image of the commodity.
5. Description of defect.
6. .Number of defective commodities.
7. .Instructions that the consumer shall adhere to avoid potential damages.
8. .Procedures that the consumer shall adhere in order to remedy the defect.
9. The time interval during which the consumer is required to return the commodity to the supplier for repair.

Article (32)

Without prejudice to article (29, 30 and 31) herewith, the supplier shall bear all repair costs and refund or replace the full price of the defective commodity or service, in case this deemed the only solution to remedy such defect..

Article (33)

The supplier who trades in used or defective commodities shall:

1. Disclose the condition of these commodities to the consumer in a clear and not misleading way.
2. Prove the condition of the commodity in the contract or the invoice.
3. The defect in the commodity or service shall not be deemed harmful to the consumer's health, safety and money.

Article (33) repeated

Without prejudice to the rights of the consumer and the obligations of the supplier stipulated in the law and these regulations, the supplier, advertiser and agent located in the Sultanate of Oman or whoever has a representative or agent within it - in the event of a remote contract - must adhere to the following:



1. Obtaining the competent body's approval.
2. Presentation of the commodity in the electronic medium in its true form.
3. Determine the location, date and manner of delivery of the commodity.
4. Establish a clear policy for replacement and return without prejudice to the provisions of the law and these regulations..

Article (34)

Without prejudice to article (31) of this law, commodities and services guarantees shall be applicable, as contemplated in laws and regulations in force, to any promotional offers that involve giving a gift or offering free service or certain advantages for purchasing a commodity or getting any service.

Article (35)

Before conducting promotions, the Supplier must comply with the following:

1. Obtaining the approval of the concerned authority after coordination with the authority to ensure that there are no misleading offers or advertisements, in accordance with the controls determined by the authority, and providing the authority with a copy of the approval.
2. Provide a statement of how to hold consumer promotions and advertising leaflets for the offers
3. A statement of prizes, gifts and benefits to be offered to the winning consumers
4. A statement of the selling price before and after the offer, and attaching the sales invoices before the offer.

Article (36)

Before making discounts on the prices of goods and services, the Supplier shall comply with the following:

1. Obtaining the approval of the competent body after coordination with the authority, to verify the prices in accordance with the controls



determined by the authority, and providing the authority with a copy of the approval.

2. Providing a list of the number of goods available for each type on which it wishes to establish discounts.
3. A statement of the selling price before and during the sale period for each commodity in a clear and legible font, and the percentage of the discounts.
4. Statement of the selling price after the discounts, and attach sales invoices before making the discounts.

Article (37)

Without prejudice to the conditions and resolutions of Competition Protection and Antitrust Law, the following are the prohibited practices contemplated in article (32) of this Law:

1. More than one supplier agreeing to reduce, fix or raise the prices, which may cause harm to the consumer.
2. When one supplier or more than one supplier purchase competitive commodities or services in order to control the market.
3. Conclude any agreements in order to dominate the market.
4. Sell commodities at prices less than the cost prices to monopolies the market that may cause harm to the consumer.
5. The supplier abstains or halts from production or specifying its quantity, or refrains from supplying commodities or providing services.

Chapter Four **Violation Detection**

Article (38)

Employees of the Authority who are granted judicial enforcement authority must carry an identification card indicating their status. They are required to disclose their identity and present their credentials to the supplier.



Article (39)

To enable the judicial enforcement officers of the Authority to perform their duties, the supplier is required to:

1. Present the commercial licenses granted to them and facilitate their inspection.
2. Facilitate the performance of duties by judicial enforcement officers, granting them access to business premises, whether connected to the main store or at other locations, and allowing them to review records and documents as requested.

Article (40)

Judicial enforcement officers of the Authority must prepare a violation report, which shall include the following:

1. The date, time, and place of the report's issuance, along with the type of violation.
2. The name of the report's author and the name and designation of the individual against whom the procedures were carried out, whether they are the owner of the commercial establishment or one of its employees.
3. The procedures taken by the report's author to collect samples, including the method and process of collection, transport, and quantity, as well as the preliminary assessment of the product or service.
4. Documentation of the key details recorded on the seized product.
5. The supplier's or their representative's signature, or that of an employee present at the time of the incident, on the report, along with providing them with a copy. In case of refusal to sign or receive the copy, this must be noted in the report.
6. Confirmation of the receipt and handover of the seized items in the report.

Article (41)

Without prejudice to the provisions of Article (35) of the Law, as well as applicable laws, regulations, and decisions, the competent authority must, upon completing investigation procedures, inquiry, and evidence



collection, take one of the following measures:

1. warning to the violator to rectify their situation and immediately correct the violation or within a specified period determined by the authority.
2. Impose an administrative fine in accordance with the provisions of the Regulations and relevant decisions.
3. Refer the violation to the Public Prosecution.
4. Dismiss the complaint administratively in any of the following cases:
 - a) If no violation is proven.
 - b) If the claim is false or does not constitute a punishable offense under the law.
 - c) If the evidence is insufficient.
 - d) If the violation falls outside the jurisdiction of the Authority.
 - e) If the complaint is found to be malicious.
 - f) If the violation is minor or justified under its circumstances.
 - g) If an amicable settlement has been reached.
 - h) If the complainant has withdrawn their complaint.
 - i) If the complainant does not follow up within (30) thirty days from the date of filing the complaint—unless they provide an acceptable excuse.

In all cases, the competent authority has the right to require the supplier to withdraw the product or destroy it if destruction is the only means of disposal.

Article (42)

For any product suspected of being fraudulent, spoiled, toxic, prohibited, unfit for human consumption, hazardous to consumer health and safety, or non-compliant with specifications and standards, the duly authorized judicial enforcement officer may seize or impound such products and place them under the custody of their owners until the violation is adjudicated, with an official report documenting the action.

It is prohibited for the supplier from disposing of the seized products unless they are released by the Authority or an order or judicial ruling is issued permitting their disposal.



Article (43)

Without prejudice to the penal penalties stipulated in the law, anyone who violates the provisions of these regulations shall be punished with an administrative fine not exceeding (1000) one thousand Omani riyals, and the penalty shall be doubled in the event of a repeat violation. In the event that the violation continues, an administrative fine shall be imposed, not exceeding (50) fifty Omani riyals for each day that the violation continues, provided that the total does not exceed (2000) two thousand Omani riyals.

Chapter Five Administrative Penalties

Article (43)

Without prejudice to the criminal penalties stipulated in the Law, any person who violates the provisions of these Regulations shall be subject to an administrative fine not exceeding (1,000) one thousand Omani Rials, and the penalty shall be doubled in the event of repeated violations.

If the violation continues, an additional administrative fine of up to (50) fifty Omani Rials shall be imposed for each day the violation persists, provided that the total fine does not exceed (2,000) two thousand Omani Rials.

Article (44)

Anyone who violates the provisions of Article (33) of the Law shall be subject to an administrative fine of not less than (100) one hundred Omani Rials and not exceeding (1,000) one thousand Omani Rials, and the penalty shall be doubled in the event of repeated violations.

If the violation continues, an additional administrative fine of (20) twenty Omani Rials shall be imposed for each day the violation persists, provided that the total fine does not exceed (2,000) two thousand Omani Rials.



Appendix No. (1)

Commodities that shall not bear information

SL	commodity
1	Fresh fish
2	Fresh agricultural products
3	Goods of small sizes, which their largest surface occupies a surface area not more than (10cm ²), its data shall be written on its container.
4	Gold and silver
5	Handicrafts
6	Sewing tools and accessories
7	Bricks, sand and other construction materials
8	Household tools and utensils
9	Stationery materials
10	Food items sold individually, such as nuts and sweets
11	Livestock and fresh meat
12	Children's toys

Notice:

Note: In the case of retail sales, the product information must be displayed on a price tag or placed near the product. The sale of items weighing less than (20) grams individually is prohibited.



Appendix No. (2)

Products covered by warranty

SL	commodity	SL	commodity
1	All types of vehicles	19	Mobile trailers (caravan)
2	Electrical & Electronic devices and their Accessories	20	watches
3	Auto Spare parts	21	Agricultural materials and equipment
4	Engines	22	Gold, silver and jewelry
5	Tires	23	Musical instruments and tools
6	Household tools and utensils	24	Various children supplies and toys
7	Ships, boats and their accessories	25	Bicycles and motorcycles
8	Home Furniture and interior design	26	Chemicals and pesticides
9	Clothing and textiles	27	Household hygiene tools
10	Paint and coatings	28	Solar energy equipment
11	All types of leather products	29	Cosmetics and perfume
12	medical supplies and equipment	30	Various audio and video tapes
13	Logistic devices and equipment	31	Veterinary equipment and supplies
14	Heavy machinery and equipment and its spare parts	32	Petroleum equipment and tools
15	Vehicle accessories	33	Industrial equipment and tools
16	All types of windows and doors	34	Kitchens
17	Educational and stationery tools and supplies	35	All types of natural and industrial stones
18	Building tools and materials of all kinds	36	Artificial grass

Notice: This appendix is applicable on the new commodities only.



Appendix No. (3) services covered by warranty

SL	Services Statement
1	Vehicle maintenance
2	Maintenance of electrical and electronic devices
3	Maintenance of equipment and boats
4	Maintenance of bicycles and motorcycle
5	Maintenance of mechanical devices
6	Interior design works
7	Custom-made Furniture and furnishings
8	Software services
9	Door and window installation services
10	Kitchen Installation Services
11	Carpentry and blacksmithing works
12	Artificial Grass Installation Services
13	Awning Installation Services
14	Electricity Cable Connection Services
15	Water Pipe Connection Services
16	Fixed Line Connection Services
17	Water Equipment Connection & Maintenance Services
18	Services related to the installation and operation of electrical and electronic tools and devices





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