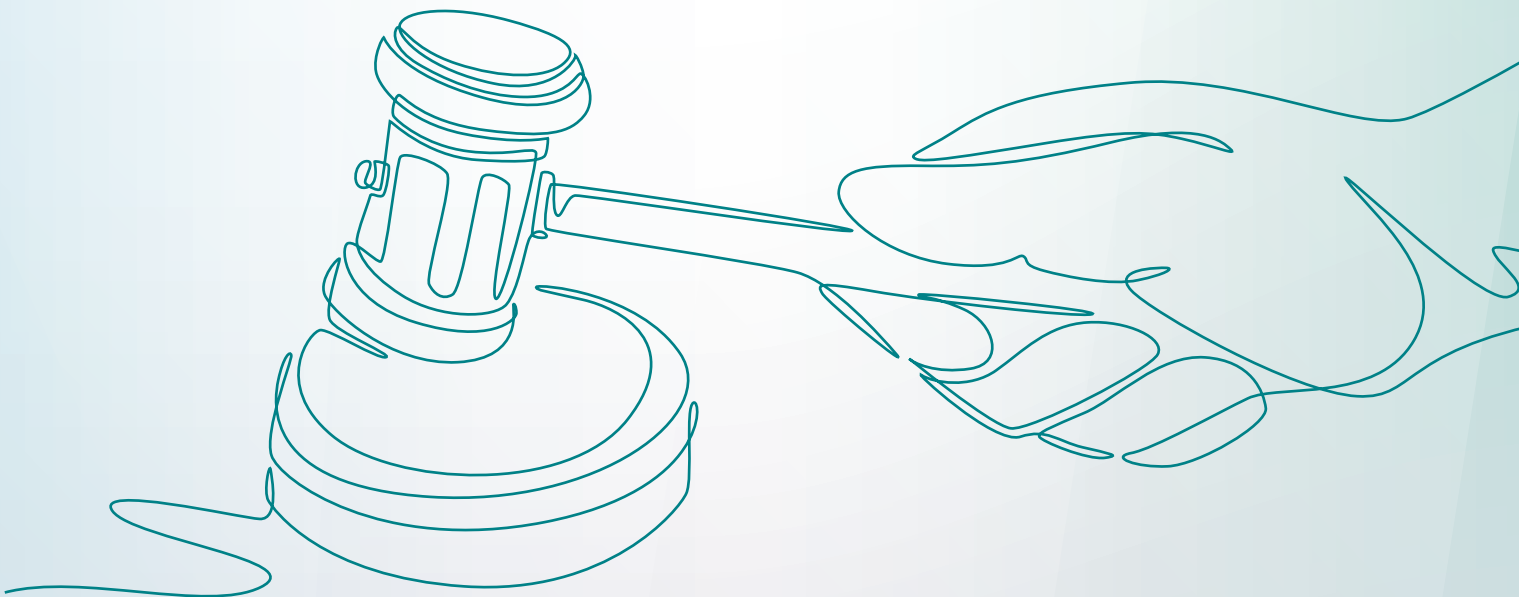


# **THE EXECUTIVE REGULATIONS OF THE CONSUMER PROTECTION LAW**

*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 <sup>2</sup> ), 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 |





**هيئة حماية المستهلك**  
Consumer Protection Authority  
[www.cpa.gov.om](http://www.cpa.gov.om)