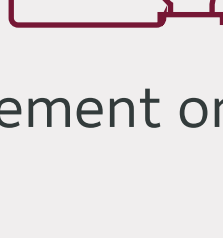




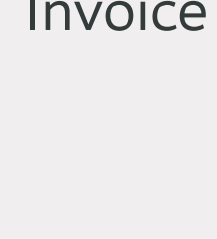
We combat fraud..

and protect your rights as a consumer

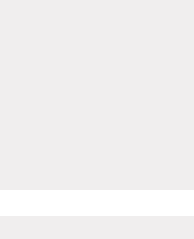
Documents required in the case of complaint:



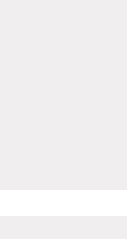
A copy of agreement or contract if any



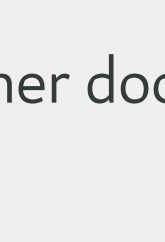
Invoice



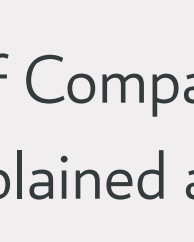
Illustrative image if any



Address of the complainant

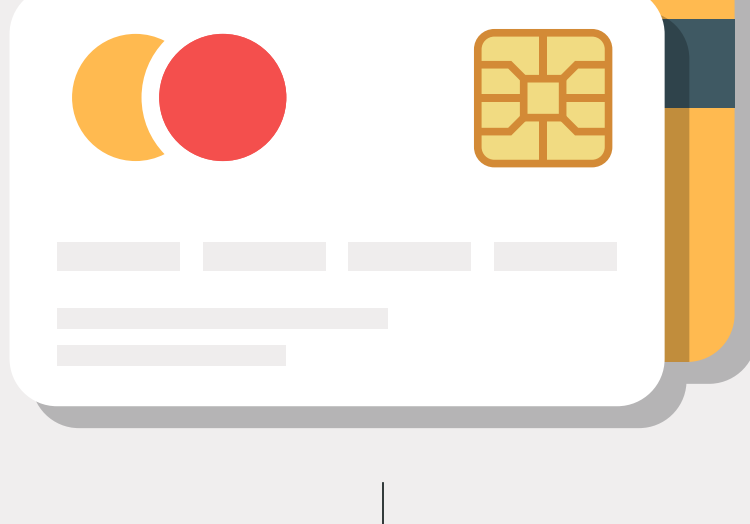


Any other documents



Address of Company or shop complained about

Enjoy using your credit and Debit cards without an extra charge when paying your purchase:



Consumer Duty

Report any shop that charges a commissions on purchasing or returning goods paid by credit or debit cards

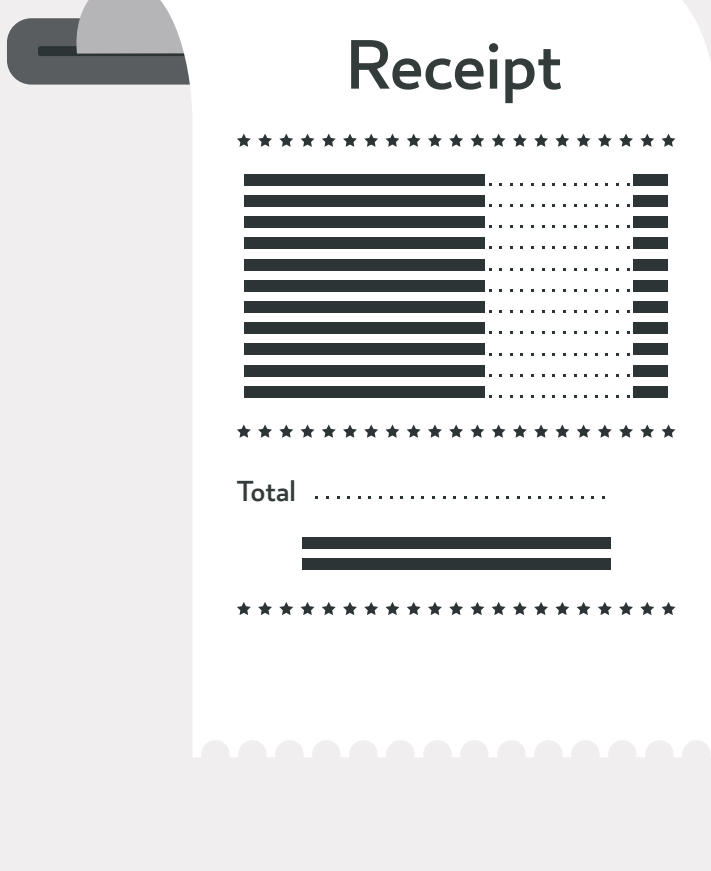
Merchant Duty

Absolutely avoid collecting any commissions on purchasing or returning goods paid by credit or debit cards

General Principle

A customer who is willing to pay by credit or debit card is to be treated as a customer paying by cash

Article no. 11 of Law no. 8 of 2008 on Consumer Protection



"Get a dated invoice"

A retailer shall clearly determine the details of services provided, their features and prices

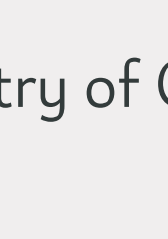
When you buy any product, make sure to find these information as a guarantee to your rights



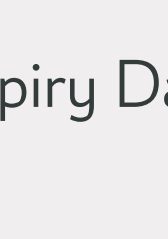
Price



Product Details

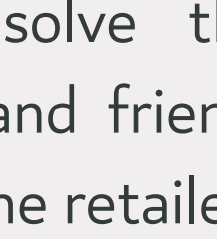


Country of Origin

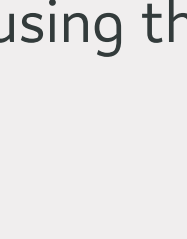


Expiry Date

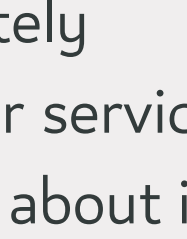
How to act when you discover a defect in the item you purchased ?



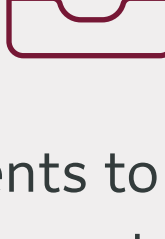
Try to solve the issue directly and friendly with the retailer



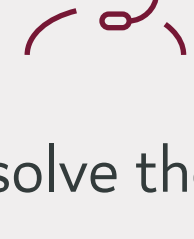
Stop using the item



Immediately tell the retailer or service provider about it



Keep all documents to submit to MOCI or service provider or retailer



If you couldn't solve the issue, Contact Consumer Protection Department

Keep your rights as a consumer by getting a detailed invoice :

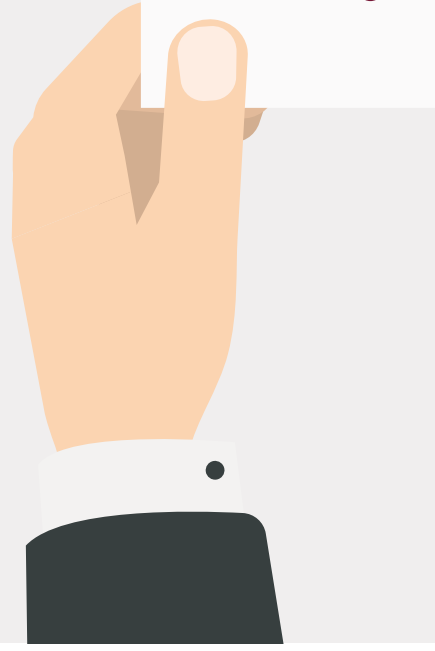


In case a retailer refused to provide an invoice, please call 16001 immediately

Article no. 8 of Law no. 8 of 2008 on Consumer Protection

"Get a dated invoice"

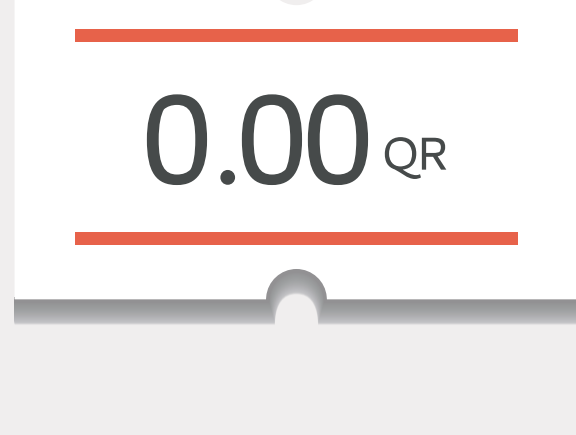
A consumer has the right to get a dated invoice including type of goods, their prices, quantity, and any other details determined by the law's implementing regulations



Article no. 8 of Law no. 8 of 2008 on Consumer Protection

"Not announcing prices"

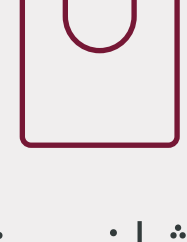
A retailer shall clearly announce the price on goods when displaying them in a clear place at display area



When to submit a complaint ?



عدم الإعلان عن أسعار المنتجات أو الخدمات.



عند اكتشاف منتج مقلد أو مزور أو غير مطابق للمواصفات.



عند اكتشاف منتج منتهي الصلاحية.



الإخلال بالضمان.



الامتناع عن إعطائك فاتورة مشترياتك.



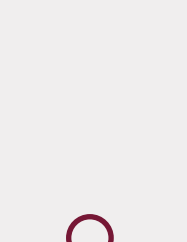
عند اختلاف الفاتورة عن السعر المعلن "اختلاف السعر بين العرض وصندوق المحاسبة.



وصف السلعة أو الإعلان عنها ببيانات خادعة أو كاذبة.

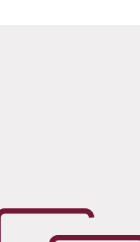


إعلان مضلل أو خادع.

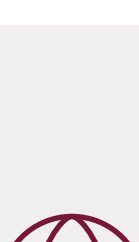


تقديم خدمة غير مطابقة للموصفات أو الاتفاق.

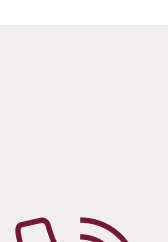
Contact us



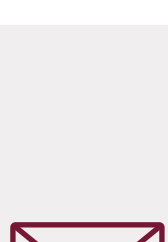
mociqatar



www.moci.gov.qa

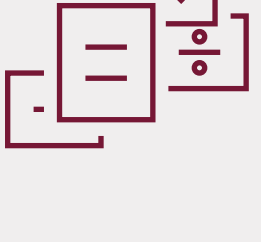


16001



info@moci.gov.qa

There shall not be a minimum amount of order



The minimum amount of order system that makes customers order items they don't need and pay for them is prohibited