



## Health & Safety Department (Product Control Section)


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### Document History Log

Any modification to the document must be reviewed and approved as per the corporate policies and procedures of document control


Version #	Date	Prepared/reviewed by	Modifications summary
1	10 <sup>th</sup> March 2021	Registration and Permits Section	First Issuance
2	2 <sup>nd</sup> May 2025	Product Control Section	<ul style="list-style-type: none"> <li>• Updated Dubai Government &amp; Dubai Municipality new logo.</li> <li>• Updated Montaji website link.</li> <li>• Updated References and links (page 24)</li> <li>• Updated Contact address, Information (page 24)</li> </ul>

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## 1 Introduction

According to the Local Order No. 11 / 2003, Dubai Municipality- Health & Safety Department regulates the manufacture, sale and importation of consumer products by requiring that all consumer products to be registered by Dubai Municipality prior to being placed in the Emirate of Dubai market. In this regard, it is required that the establishments or individuals dealing with consumer products to be licensed with activity related to consumer products trading by the relevant authorities in the Emirate of Dubai or the other emirates in UAE.

In general, consumer products placed in UAE market must not cause any harm to human health when applied under normal or reasonably foreseeable conditions of use. The importer, manufacturer, authorized agent or any related establishment or individual responsible for placing the product in the market must ensure that the presentation of the product, labeling, claims, instructions for use as well as any other indications or product information comply with the current enforced regulatory requirements.



The information in this guideline shall be updated or revised from time to time. For any new, addition, amendments or deletion made to this guideline, please refer to the latest version in Dubai Municipality website

<https://www.dm.gov.ae/municipality-business/technical-guidelines-list/>

## 2 Purpose



The purpose of this guideline is to describe the procedures and requirements of importing and re-exporting of consumer products for traders who wish to import consumer products into the Emirate of Dubai, United Arab Emirates.

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### 3 Definitions

Definition	Meaning
Importer Code	A code issued by the customs administration to the company for their customs transactional clearing. This is an ID issued by Dubai Customs to importers whose trade license permits them to import and export goods.
Competent Authority	means a national agency responsible under its national law for the issuance of a business activity license.
Consignee	A person or persons (including an association or partnership) who, under their own name, or under a trade, design or word mark, trade name or other name, word or mark controlled by them, import, manufactures and/or sell consumer products. This includes importers or retailers and manufacturers who control the consumer products in question.
Agent	A representative who acts on behalf of other persons or organizations, to handle business affairs
Label	Any tag, brand, mark, pictorial or other descriptive matter, written, printed, stenciled, marked, embossed, or impressed on, or attached to, a container of a consumer product.
Claim	Any representation, including pictorial, graphic, or symbolic, which states, suggests, or implies that a product has particular characteristics relating to its origin, nutritional or health properties, nature, production, processing, composition, indication or any other quality.
Medical Claim	claim that a product or its ingredients can prevent, cure, diagnose, or alleviate a disease or its symptoms.
Product Variant	Items in a range of consumer products, which are produced by the same manufacturer, similar in composition and are intended for the same use but are available in different sizes, colors, fragrances, or flavors.

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## 4 Scope of application

The regulated categories of consumer products include:

- Cosmetics and Personal Care Products
- Fragrances
- Detergents
- Biocides
- Health Supplements
- Food Contact Materials
- Children Toys

## 5 Products Definitions and Classifications

### 5-1 Cosmetics, Personal Care Products and Fragrances

- Is defined as any substance or preparation that is intended to be placed in contact with the various external parts of human body (The epidermis, hair system, nails, lips, and external genital organs or with the teeth and the mucous membranes of the oral cavity) with a view exclusively or mainly to cleaning, perfuming, changing appearance and/or correcting body odors and/or protecting or keeping them in good condition.
- Product Types (Non-exhaustive list of examples):
  - Creams, emulsions, lotions, gels, and oils for the skin (hands, face, feet, etc.)
  - Face masks
  - Tinted bases (liquids, pastes, powders)
  - Make-up powders, after-bath powders, hygiene powders etc.
  - Toilet soaps, deodorant soaps, etc.
  - Perfumes, toilet waters and eau de Cologne
  - Bath and shower preparations (salts, foams, oils, gels, etc.)
  - Depilatories
  - Deodorants and anti-perspirants
  - Hair care products
  - Hair tints and bleaches

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- Products for waving, straightening, or fixing.
- Setting products
- Cleansing products (lotions, powders, shampoos)
- Conditioning products (lotions, creams, oils)
- Hairdressing products (lotions, lacquers, brilliantines)
- Shaving products (creams, foams, lotions, etc.)
- Products for making-up and removing make-up from the face and the eyes.
- Products intended for the application to the lips and around the eyes.
- Products for care of the teeth and the mouth
- Products for nail care and make-up (manicure and pedicure products)
- Products for external intimate hygiene
- Sunbathing products
- Products for tanning without sun.
- Skin whitening products
- Anti-wrinkle products
- Body / Facial Wipes

### ***5-2 Detergents and Biocides***

- **Detergents:** Are any substance or preparation containing soaps and/or surface tension coefficient for cleaning and washing, which may present in any form (liquid, powder, paste, bar, a cake, etc. ) and can be used domestically or for industrial purposes.
- **Biocides :** Are products or preparations containing one or more active substances, put up in the form in which they are supplied to the user, intended to destroy, deter, render harmless, prevent the action of, or otherwise exert a controlling effect on any harmful organism by chemical or biological means. It includes disinfectants and antiseptics.
- **Product Types (Non-exhaustive list of examples):**
  - Laundry and Fabric Detergents
  - Bleaching and Color Removal Chemicals
  - Drain & Heavy-Duty Cleaners
  - Glass & Surface Cleaners
  - Multi-Purpose Cleaners & Dish Washing Liquids
  - Food Contact Cleaning Chemicals

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- Stain Removers
- Car wash products
- Hand Sanitizers and Antibacterial Personal Care Products
- Multipurpose Disinfectants and Sanitizing Liquids
- Insect Repellents
- Business to Business (B2B) Disinfectant Chemicals
- Disinfectants and antimicrobial hygiene products used in farms.
- Fountains water Disinfectants
- Swimming Pools water Disinfectants
- Hard surface disinfectant used in slaughterhouse.
- Vegetable and fruits disinfection products
- Disinfectant products used in food processing areas.

### **5-3 Health Supplements**

- Are products intended for ingestion that contains a dietary ingredient intended to add further nutritional value to supplement the diet.
- They are not represented for use as conventional food or as a sole item of a meal or of the diet. They are not intended to prevent, treat, cure, or alleviate the symptoms of medical diseases or conditions. They come in a variety of forms including tablets, capsules, and powders, as well as liquids and energy bars.
- Product Types (Non-exhaustive list of examples):
  - Vitamins
  - Minerals
  - Enzymes
  - Proteins and amino acids
  - Essential fatty acids
  - Herbal and Botanical Supplements
  - Probiotics
  - Fiber and Prebiotics
  - Bodybuilding supplements
  - Weight Management Products

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#### 5-4 Food Contact Materials (FCMs)

- Refers to materials and articles, which in their finished state come into contact with food during its production, processing, storage, preparation and serving, or before its eventual consumption. This include materials and articles which are either intended to be brought into contact with food, are already in contact with food, or can reasonably be brought into contact with food or transfer their constituents to the food under normal or foreseeable use. This includes direct or indirect contact.
- Product Types (Non-exhaustive list of examples):
  - Food packaging and containers of plastic
  - Tableware & kitchenware, of plastics
  - Water bottles for human consumption
  - Forks, spoons & knives, of plastics
  - Plates, dishes, and cups of cellular plastic
  - Nursing bottles of plastics
  - Thermos used for tea or coffee
  - Vacuum flasks & other vacuum vessels
- Currently the services related to Food Contact Materials (FCMs) are not included in the smart platform and are provided directly at the counters of Health and Safety Department offices located at the port of entry.

#### 5-5 Toys

- Products or materials designed or intended, whether or not exclusively, for use in play by children of less than 14 years, taking into account the period of foreseeable and normal use, and that the toys are used as intended or in a foreseeable way, bearing in mind the behavior of children.
- Product Types (Non-exhaustive list of examples):
  - Functional toys
  - Aquatic toys
  - Activity toys
  - Chemical toys
  - Toy Cosmetics
  - Gustative games
  - Olfactory board games

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## 6 Introduction to Montaji System



- Montaji is an integrated smart platform for consumer products developed by Dubai Municipality with the goal to provide a seamless smart system to businesses and individuals dealing with consumer products.
- It renders the users with privileged services to execute and manage transactions of product registration, import and re-export of consignments, product listing, advertisement permits, issuance of free sale and registration certificates, and online payment of all fees related to consumer products.
- Montaji smart platform along with its associated smart window in Dubai Municipality mobile application helps to promote consumer safety by providing up-to-date consumer product information to importers and traders as well as regulators and the public.

## 7 Service Prerequisites

The company to avail itself of the services provided by Montaji system should meet the following requirements:

- Should have valid license issued by a competent Authority in UAE with the license activity related to consumer products.
- Register in Dubai Municipality Portal <https://www.dm.gov.ae> and obtain company Admin User ID before registering in Montaji.
- Should have valid Importer Code available through Dubai Trade Portal <http://www.dubaitrade.ae/en/dc-reg-introduction>
- All imported consumer products for the local market must be registered in Montaji.
- Products imported for re-export, exhibitions, samples for marketing and advertising purposes should be listed in Montaji.

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## 8 Company Registration in Montaji

The company registration process is completed online through Montaji Portal <https://montajiprd.dm.gov.ae>

The client needs to provide the following:

- Person in Charge Details
- Company address.
- Importer Code
- Telephone and Fax Numbers
- Mobile Number
- Company email
- Makani Number
- Along with the required documents.

Upon completion of the registration process, Dubai Municipality provides the client with a login ID known as “Business Admin User” and unique password sent to the provided email.

### **8-1 Documents required for Company Registration**

- Copy of valid Trade License.
- Undertaking Letter (applicable only to companies with license activity not classified as consumer products).

## 9 Consumer Product Registration (CPRE)

All imported consumer products for the local market must be registered in Montaji by:

- The importing company or
- The local agent



In cases where the consignee is different from the local agent who has registered the product, the local agent must delegate the importing company (consignee) electronically through the delegation option in Montaji.

Consumer products imported for the sole purpose of re-export, exhibitions, market test, samples for marketing and advertising purposes are exempted from registration requirements.

Registration certificates can be generated immediately from Montaji system after payment confirmation, after the product has been registered subject to meeting all registration requirements.

Food Contact Materials currently is not subject to registration requirements.

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For application submission, please refer to user manual of “Montaji” Consumer Products Registration Service (CPRE) on Montaji portal <https://montajiprd.dm.gov.ae>

### ***9-1 Documents Required for Registration***

- Free Sale Certificate Authenticated from the country of origin stating that the product is sold freely in the country of origin.
- Product artwork
- Product composition and ingredients concentrations report issued by the manufacturer.
- Good manufacturing practice (GMP) for Health Supplements
- Other Documents (where deemed necessary) such as: -
  - Organic certificate
  - Halal certificate
  - Safety assessment for the nano products
  - Product chemical and physical analysis report
  - Clinical studies of product efficacy and proven effectiveness
  - Certificate of the animal or non-animal source of some ingredients (stearic acid, magnesium stearate, sodium stearate, gelatin)
  - Lab test report
  - Product safety assessment (safety report)
  - Product stability data and PAO justification
  - Scientific claim support.


## 10 Delegation

Delegation is a procedure whereby the local agent who has registered a consumer product grants authorization to the consignee to release consumer products consignment.

### ***10-1 Prerequisite***

- Authorization letter duly signed and stamped stating the delegated company name and license number.

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## 10-2 Prerequisite

- The local agent Login to Montaji <https://montajiprd.dm.gov.ae>
- Select Companies
- From the company's management page select Delegation
- Press on the button "Add New Delegate".
- Enter trade license number of the company intended to be delegated.
- Upload copy of Authorization Letter

## 11 Listing Service

Consumer products which are imported for the purpose of re-exporting, participation in exhibitions and events, marketing and advertisement, or market test samples, are required to be enlisted in Montaji system.

Listed products are neither considered registered nor is the registration certificate issued to them.

The service solely enables importers to submit and follow up on consignment clearance applications.

No fees are levied on product listing.

Listing is not restricted to a company; once a product is listed, it is accessible to all users of the service.

Listing request must be approved before a product can be accessible for import request.

### 11-1 Import to Free Zone from Rest of The World

- Clear readable product image or artwork.

### 11-2 Required Documents for Clearance


- The customer applies for "Consumer Product Listing (CPLS)" through Montaji Portal <https://montajiprd.dm.gov.ae>
- Upload consumer product image.

## 12 Import for Local Market

The service enables importers to obtain Dubai Municipality approval to release consumer product consignments. All consumer product consignments should be processed through Montaji Import Re-export service (CPIP).

Company must have valid importer code listed in the company profile page in Montaji.

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All imported consumer products must be declared in Montaji system when submitting an import clearance request.

### **12-1 Clearance Procedure**

- The products must be registered in accordance with registration standards prior to importation to the local market.
- Imported consumer products should have at least 50% remaining of their shelf life and should not be less than six months at the time of entry.
- Information on product labels must be shown clearly and indelibly, and the label should not be easily removable. Please refer to the respective product type label requirements and guidelines.
- Compliance with transport and storage conditions should be observed.
- On arrival of the consumer products consignment at the port of entry, the importing company should submit an online request for permit to release consumer products consignment to the local market (and obtain CPIP reference number) by login on DM website (Montaji portal) <https://montajiprd.dm.gov.ae>
- The following consignment details should be provided in the request:
  - Consignment Purpose
  - Mode of Transport (By Air, Sea or Land)
  - Port of Entry
  - Container Type (FCL/LCL)
  - Container Number: In case of FCL
  - Customs Bill of Entry and Date
  - Airway Bill Number and Date
  - Arrival Date
  - Country of Origin
  - Storage Condition
  - Packing list details (Number of products, Quantity and Weight)
  - Batch number
- The customer should upload the required consignment documents.
- When the request is processed, a notification message shall be sent to the customer's registered mobile number to prepare the consignment for inspection at the port of entry.
- The company representative should submit original copies of the required documents and bring the consignment to Dubai Municipality inspection area at the port of entry.
- A consignment shall be held at the port of entry if any one of the following cases is noticed:

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- The products in the consignment do not conform to the declared packing list in the submitted release request.
- The original documents are incomplete or incorrect.
- The company is banned because of a previous pending case.
- Where products are found to be non-compliant, the imports will be stopped, and they will not be allowed to enter the UAE market.

### ***12-2 Release with Detention***

A consignment shall be released with detention to the company warehouse in cases where: -

- The consignment contains one or more products which are not accessible for inspection at the port of entry (differed inspection procedure - DIP).
- Sample is required for laboratory tests.
- Registration request status for one or more of the products is in progress.


The company must have a warehouse in Dubai; warehouse details should be updated in the importing company's profile in Montaji portal with the following information:

- Valid copy of the importer warehouse license
- Makani Number
- Name and contact number of the in-charge person of the warehouse
- Must submit an undertaking not to dispose of the released consignment or any product thereof until permission is granted.

### ***12-3 Documents Required for Clearance***

- Montaji import request reference number (CPIP) or copy of the application request.
- Customs Bill of Entry
- Airway Bill / Bill of Lading
- Delivery Order
- Purchase invoice
- Packing List
- EN 71 Certificate or Laboratory Safety report for Children Toys
- Material Migration Test Report (OML / SML) for Food Contact Materials.
- Other documents: where applicable the following documents might be required: -
  - Certificate of Origin
  - Halal Certificate

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- Organic Certificate
- MSDS; for perfumery raw materials.
- Laboratory Test Report

## 13 Import for Non-Commercial and Seasonal Events

Consumer products which are imported by a local agent or company for the purpose of participation in exhibitions and events, marketing and advertisement, or market test samples, should be processed through Montaji Import Re-export service (CPIP).

- The products must be of limited quantity and not in commercial ones.
- The products must be listed in Montaji system prior to importation.

### 13-1 Personal Goods


Products imported for personal use are permitted entry and shall be exempted from submitting online import requests if meets the following conditions:

- Consignment is imported under personal name or as passengers' personal belongings.
- The value of the products does not exceed AED 3,000.
- Products must be of limited quantity and not in commercial ones of maximum weight not exceeding 30 kg.
- Consignee or passenger should not be a frequent traveler with goods on a regular basis, or importer of the products.

### 13-2 Documents Required for Clearance

- Montaji import request reference number (CPIP) or copy of the application request.
- Customs Bill of Entry
- Airway Bill / Bill of Lading
- Delivery Order
- Purchase invoice
- Packing List
- Undertaking letter stating the purpose of importation for sample items.
- Letter of participation from exhibition or event organizer

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## 14 Import for Re-Export

This service enables traders to obtain Dubai Municipality approval to release consumer product consignments, which are intended for re-export.

All imported consumer products must be listed in Montaji system when submitting an import for re-export permit request.

### 14-1 Documents Required for Clearance

- Montaji import request reference number (CPRX) or copy of the application request.
- Customs Bill of Entry
- Airway Bill / Bill of Lading
- Delivery Order
- Purchase invoice
- Packing List



After re-exporting the consignment, the company should submit the following documents: -

- Exit Certificate issued by Customs Department.
- Cargo Export Manifest

### 14-2 Clearance Procedure

- Imported consumer products should have at least 50% remaining of their shelf life and should not be less than six months at the time of entry.
- The company should have a warehouse in Dubai.
- The products should not be damaged, spoiled, or prohibited.
- Information on product labels must be shown clearly and indelibly, and the label should not be easily removable.
- Compliance with transport and storage conditions should be observed.
- On arrival of the consumer products consignment at the port of entry, the importing company should submit an online request for permit to release consumer products consignment to the local market (and obtain CPIP reference number) by login on DM website( Montaji portal ) <https://montajiprd.dm.gov.ae>
- The customer should upload the required consignment documents.

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- Must submit an undertaking to re-export the consignment within a stipulated time, 6 months from the date of entry.
- When the request is processed, a notification message shall be sent to the customer's registered mobile number to prepare the consignment for inspection at the port of entry.
- The company representative should submit original copies of the required documents and bring the consignment to Dubai Municipality inspection area at the port of entry.

## 15 Service Charges

The processing fee for the request for release of consumer product consignment to the local market or for re-export is AED 50 per container.



An Innovation fee of AED 10 and knowledge Fee of AED 10 shall be collected on every transaction and service, with a fee of more than AED 50.

Any payment made shall not be refundable once the application has been submitted and payment is confirmed.

## 16 Storage and Transportation Requirements

- Storage and transportation of consumer products must be carried out under conditions that will protect against biological, chemical (including radiological), and physical contamination of consumer products, as well as against deterioration of the consumer products and the container.
- Consumer products must be stored in containers designed and constructed to protect against contamination and must be held at such temperature and relative humidity and in such a manner as to prevent the consumer products from becoming unsafe.
- Vehicles and equipment must be suitable and adequately cleanable for their intended use, and capable of maintaining temperatures necessary for the safe transport of consumer products.
- A valid Commercial license issued in Dubai should be available for the store activity and the store should comply with license activity.
- Buildings used in the storage should be built from brick or concrete & are of suitable size, design and construction to permit unobstructed placement of storage of products, sanitary operation, and proper cleaning and maintenance.

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- Floors, walls and ceilings are constructed of smooth, easily cleanable surfaces and are kept clean and in good repair.
- Stores should be at least 2.70 meters in height, Stack cartons at least 20 centimeters off the floor, 50 centimeters off the ceiling, 30 centimeters away from the walls and other stacks.
- Enough & suitable iron shelves for storage should be available.
- Cartons and pallets should be arranged in the store in such a manner that identification of labels, expiry dates, and manufacturing dates are readily visible.
- Temporally storing could be performed by using pallets.
- Consumption of food or drink is restricted to appropriately designated areas.
- Smoking is strictly prohibited inside the store.
- The in-charge person should be qualified & licensed (e.g., pharmacist, nutritionist, chemist, beautician)
- Suitable clean uniform should be available.
- Sufficient ventilation should be provided.
- The air conditioning units should comply with the size of the store and the temperature should not be less than 25°.
- A special refrigerating unit should be provided for storage of cretin products that require very low temperatures for their storing.
- Lighting should be enough, using preferably mechanical means rather than natural lighting, to avoid exposure of the products to high temperatures.
- Water supply, washing and toilet facilities, floor drainage and sewage system are adequate for sanitary operation and cleaning as well as to satisfy employee needs and facilitate personal cleanliness.

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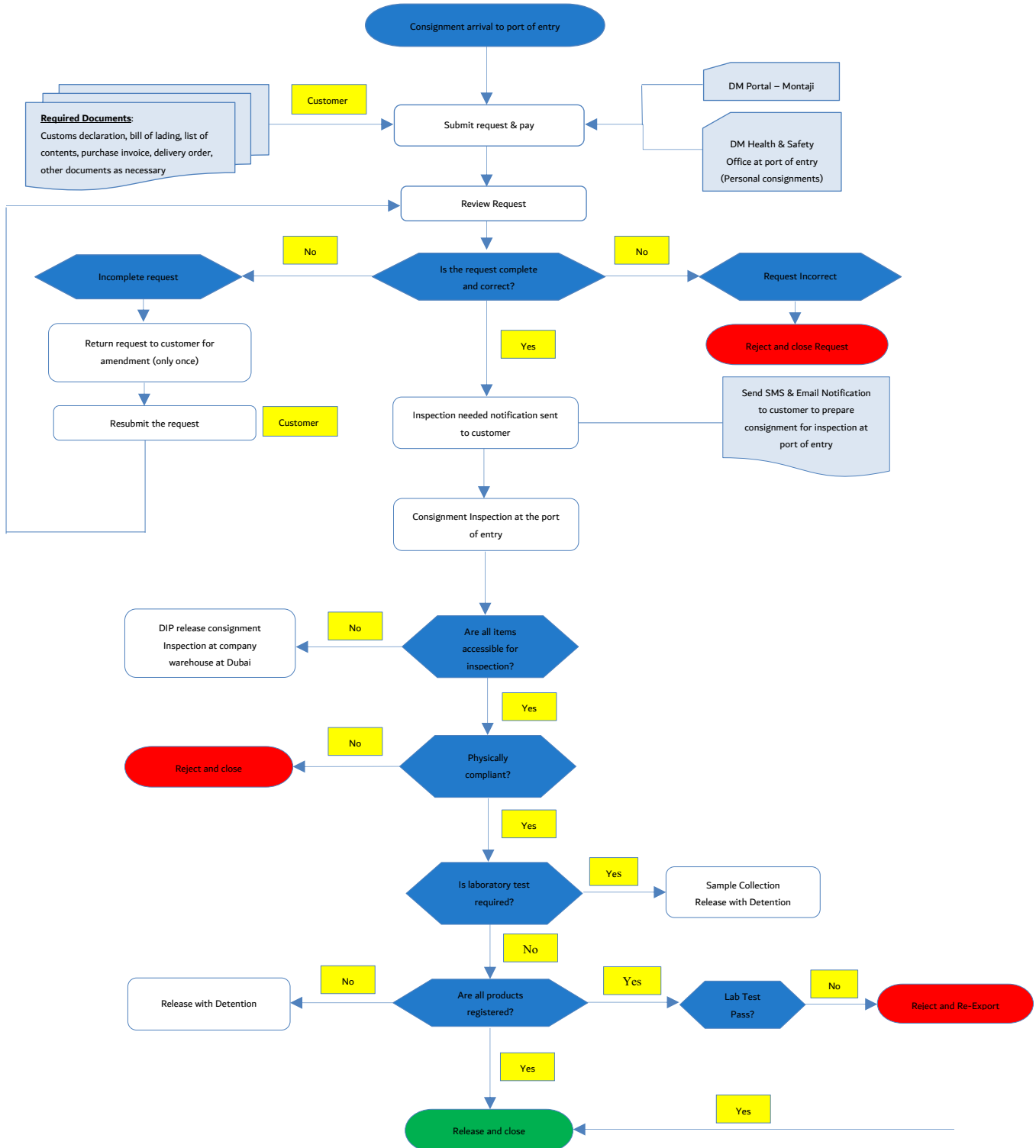
## 17 Contraventions and Fines

No	Contraventions	Fine
1	Non-compliance of documents and certificates requirements (Consignment Documents/ COO/ MSDS / Organic /GMO/ EN 71/ ESMA/ LAB Test/ Health Certificate, Exit certificate, etc.)	AED 500 Per Certificate
2	Halal certificate	AED 1,000
3	Not comply with consumer products transport regulation	AED 500
4	Not allowing the inspector to complete inspection	AED 3,000
5	Importing of unregistered/ spoiled / expired /contaminated consumer products	AED 1,000 per product
6	Disposing of imported consignment not complying to health and safety specifications without permission	AED 10,000
7	Disposing of imported consignment unfit for human consumption without permission	AED 1,000 per product
8	Importing of unstated Item	AED 2,000
9	Not complying with department instruction	AED 2,000
10	Consignment not ready for inspection in the requested date	AED 2,000
11	Disposing of imported consignment complying to health and safety specifications without permission	AED 3,000
12	Disposing of imported unfit consignments without permission	AED 10, 000

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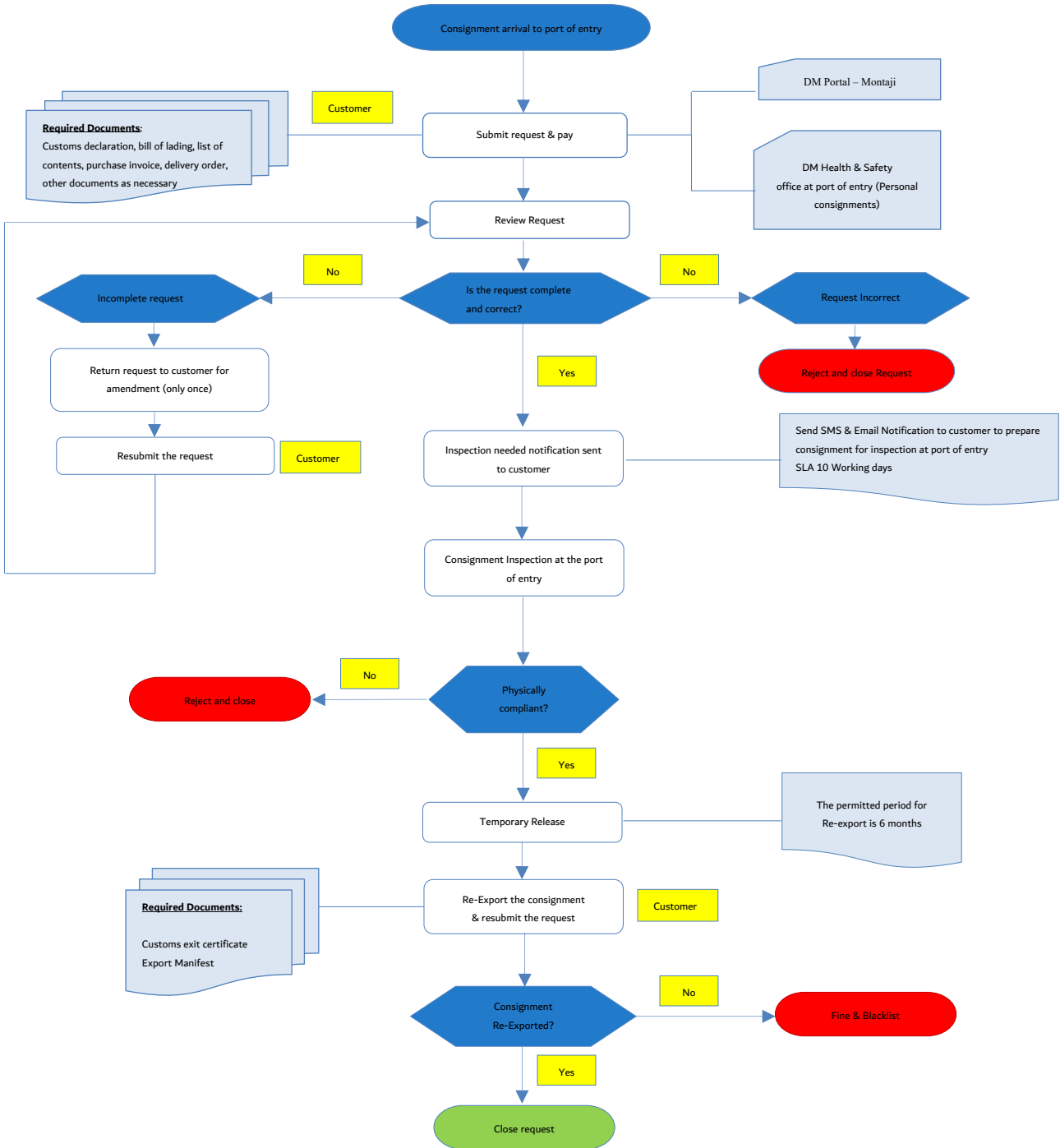
## 18 Workflow



### 18-1 Import for local market - Workflow



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### 18-2 Import for Re-Export - Workflow



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## 19 References

- Consumer Products Import and Re-Export Permit Service information:  
<https://hub.dm.gov.ae/link/servicedetails?ServiceCode=3555>
- Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai:  
<https://www.dm.gov.ae/documents/local-order-no-11-of-2003-concerning-public-health-and-safety-of-the-society-in-the-emirate-of-dubai/>

## 20 Contact address, Information and Links

For (suggestions, comments, and complaints)	For further information
<ul style="list-style-type: none"> <li>▪ Unified interactive platform that connects Dubai Government and its customers: The 04 Platform <a href="https://04.gov.ae/">https://04.gov.ae/</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul>	<p>Health and Safety Department - Product Control Section: ✉ <a href="mailto:hsconsignment@dm.gov.ae">hsconsignment@dm.gov.ae</a></p> <ul style="list-style-type: none"> <li>▪ Dubai Airport Cargo Village, Emirates Sky Cargo Building, Office No 1057 ☎ <a href="tel:042834340">04 283 4340</a></li> <li>▪ Jebel Ali Port: Gate No 7, Customs Building ☎ <a href="tel:048870601">04 887 0601</a></li> </ul>