**UAE Merchant Website Checklist**

**Website General Rules**

1. Website must not incorporate with any prohibited products or services.

2. Items/Products/Services, details, pricing and currency clearly displayed

3. The website must match the activity mentioned on the Trade License

4. Website must display the logos of the accepted card schemes (e.g. VISA, MasterCard, Verified by Visa)

5. The website URL must be the same on the provided application and no other website can be used.

**Website Checklist**

**About Us** – The company's business nature and definition.

**Terms and Conditions**

1. Customer must be 18 years of age and above using the website

2. The company maintains, operate the website ([www.\_\_\_\_\_\_\_\_\_\_](http://www.__________))

3. United Arab Emirates is the country of origin and clearly states that local law is governing law.

4. The User is responsible for maintaining his/her account’s privacy

5. The company will not exchange or supply OFAC and Sanctioned Countries with any products

6. Will be accepting Visa and MasterCard and which currency for payment

7. Cardholder is required to keep a copy of payment receipts and Merchant policy

**Privacy Policy**

1. No debit/credit card details will be transferred to third parties by merchant

2. Information of all debit/credit cards and personal information will NOT be registered, sold, exchanged, rented or leased to any third party

3. The merchant is not responsible for the websites to which it refers to the privacy policies. You can apply different rules regarding the collection and use of your personal information if you provide any information to such third parties. If you have any questions about their use of the information, you should contact these entities directly.

4. The merchant takes suitable action, including through different hardware and software procedures, to protect data privacy and security. Nevertheless, ([www.\_\_\_\_\_\_\_\_](http://www.________)) security of any data posted electronically cannot be guaranteed.

5. The terms and conditions of the website policy may be modified or revised from time to time to meet the requirements and standards. The customers are therefore advised to visit these pages regularly in order to be updated on the updates on the website. Updates will take effect on the day they are released.

**Delivery Policy**

(Products) Merchant must keep the proof of delivery receipt signed by the customer/buyer

1. Merchant must mention the shipping process of all the products
2. Delivery Fee or Free delivery
3. Delivery time both on local and international

(Services) – Payment Confirmation

Must mention how the payment confirmation will be received by the customer whether through email or SMS and the Time of confirmation will reach the customer.

**Refund Policy**

1. Merchant must mention “Refunds will be made through the original mode of Payment and will be processed within 7 to 30 days depends on the issuing bank of the credit card”.
2. Merchant must clearly provide the detailed return and refund policy on the website
3. If NO Refund Policy, the merchant must provide the customers the reason before the purchase is made to avoid disputes or chargeback.

**Cancellation Policy**

1. The estimated length of time for accepting cancellation of orders, reporting wrong or damaged items received to be replaced and its conditions.

**Contact Us**

1. Must include the following:
2. Name of the Company
3. E-mail Address
4. Phone Numbers
5. Office Address and PO Box
6. Country