

# Guidelines for Cosmetic Products in Dubai



بلدية دبي  
DUBAI MUNICIPALITY

## TABLE OF CONTENT

- 1. Introduction**
- 2. Objective**
- 3. Registration**
  - 3.1. What Is Registration?**
  - 3.2. The Registration Regulation**
  - 3.3. Legal Illustrative Aspect of Registration**
    - 3.3.1. Definition of Cosmetic**
    - 3.3.2. Functions for Cosmetics Products**
    - 3.3.3. The Field of Application of Cosmetics**
    - 3.3.4. Illustrative List of Cosmetics**
    - 3.3.5. Borderline Products**
- 4. Who Should Apply for Registration?**
  - 4.1. Local Manufactures**
  - 4.2. Foreign Manufactures**
  - 4.3. Criteria of Applicant**
  - 4.4. Responsibility of Applicant**
- 5. How to Start Registration Process?**
  - 5.1. Registration Steps**
  - 5.2. Necessary Documents to Accompany Application Forms**
    - 5.2.1. Certificate of Free Sales (CFS)**
    - 5.2.2. Health Certificate (HC)**
    - 5.2.3. Laboratory Test Report**
    - 5.2.4. Analysis Report**
- 6. A Guide for Labeling Cosmetic Products**
  - 6.1. Labeling of the Product**
  - 6.2. Objective**
  - 6.3. Coverage of the Mandatory Standard**
  - 6.4. Requirements of Labeling Mandatory Standard**
- 7. Amendments or Change in Registration Particulars**
- 8. Validity of Product Registration**
- 9. Product Recall**
- 10. Penalty**
- 11. Cosmetic Services**
  - 11.1. Request for Approval of Cosmetic Label**
    - 11.1.1. Service Description**
    - 11.1.2. Fees**
    - 11.1.3. Validity**
    - 11.1.4. Procedures**
  - 11.2. Request for Releasing the Cosmetic Shipments Arriving in Dubai Ports under the Supervision of Dubai Municipality**
    - 11.2.1. Service Description**
    - 11.2.2. Fees**
    - 11.2.3. Procedures**

### **11.3. Procedures for Cosmetic Consignment Release With Undertaking & Warning**

#### **11.3.1. Service Description**

#### **11.3.2. Fees**

#### **11.3.3. Procedures**

### **11.4. Request for Releasing the Shipments Arriving in Dubai Ports under Supervision of other Municipalities**

#### **11.4.1. Service Description**

#### **11.4.2. Fees**

#### **11.4.3. Procedures**

### **11.5. Request for Releasing Non-Commercial Shipments Arriving in Dubai Ports under the Supervision of Dubai Municipality**

#### **11.5.1. Service Description**

#### **11.5.2. Fees**

#### **11.5.3. Procedures**

## **SAFETY PROCEDURES OF COSMETICS AT DUBAI MUNICIPALITY CLINIC TOWARDS HEALTHY TOMORROW**

### **1. Introduction**

The Cosmetic Team (CT) at Dubai Municipality, Consumer Products Safety Section (CPSS) prepared this guideline based on the Dubai Municipality Local Order No. 11, 2003. The program regarding cosmetics ensures that better protect for consumer health is maintained. In fact, several steps are needed to be taken by the importers, suppliers, distributors, retailers, consumers and/or any concerned party so that safety of the cosmetic products is revealed and the approval of the labeling of the products is retained. In general, the cosmetic product put on the market within Dubai Community must not cause damage to human health when applied under normal or reasonably foreseeable conditions of use, taking into account, in particular, of the product's presentation, its labeling, any instructions for its use and disposal as well as any other indication or information provided by the manufacturer or authorized agent or by any other person responsible for placing the product on the Dubai Community market.

### **2. Objective**

The foremost objective of cosmetic product safety procedures is to maintain public health & safety through implementing efficient regulatory control system as well as to promote public awareness of the importance of the safety procedures of cosmetics implemented. This guideline describes the requirements for registration process.

### **3. Registration**

#### **3.1. What Is Registration?**

Since consumer safety is the primary principle of cosmetics registration, its process allows the CPSS to gather adequate information to assess the safety of cosmetic products. It is necessary to emphasize that no cosmetic product shall be manufactured, imported, exported, advertised, sold or distributed in Dubai unless it has been registered in accordance with DM regulation.

### **3.2. The Registration Regulation**

The Dubai Government regulates the manufacture, sale and importation of cosmetic products by requiring that all cosmetic products to be registered prior to placing in Dubai market; as well by requiring the individuals running the activities related to cosmetics to be licensed in Dubai.

### **3.3. Legal Illustrative Aspect of Registration**

#### **3.3.1. Definition of Cosmetic:**

A cosmetic product shall mean any substance or preparation intended to be placed in contact with the various external parts of the human body (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 them, perfuming them, changing their appearance and/or correcting body odors and/or protecting them or keeping them in good condition.

#### **3.3.2. Functions for Cosmetics Products:**

- To clean
- To perfume
- To change the appearance
- To protect
- To keep in good condition
- To correct body odors

#### **3.3.3. The Field of Application of Cosmetics:**

- The epidermis
- The hair system
- The nails
- The lips
- The external genital organs
- The teeth
- The mucous membranes of the oral cavity.

### 3.3.4. Illustrative List of Cosmetics:

The following list is not exhaustive but is provided by way of example:

- Creams, emulsions, lotions, gels and oils for the skin (hands, face, feet, etc.)
- Face masks (with the exception of peeling products)
- Tinted bases (liquids, pastes, powders)
- Make-up powders, after-bath powders, hygienic 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
  - Product for waving, straightening and fixing
  - Setting products
  - Cleansing products (lotions, powders, shampoos)
  - Conditioning products (lotions, creams, oils)
  - Hairdressing products (lotions, lacquers, brilliantines)
- Shaving products (creams, foams, lotions)
- Products for making up and removing make-up from the face and eyes
- Products intended for application to the lips
- Products for care of the teeth and mouth
- Products for nail care and make-up
- Products for external intimate hygiene
- Sunbathing products
- Products for tanning without sun
- Skin-whitening products
- Anti-wrinkle products.

### **3.3.5. Borderline Products:**

The status of many products on the borderline between medicines and cosmetics shall be referred to the consumer Products Committee at DM. Medicinal products may not be placed on the UAE market without a marketing authorization or product license from the Ministry of Health (MOH).

## **4. Who Should Apply for Registration**

Individuals who import or locally manufacture cosmetic products, or have products imported or manufactured on their behalf are responsible for applying to the CT to have their products registered. The following should make an application for registration of a cosmetic product:

### **4.1. Local Manufactures**

Local manufacturers in Dubai are advised to contact the CPSS for proper registration of cosmetic products. Agents of local manufacturers are to take the necessary steps to ensure that cosmetic products intended for the Local market are registered before the manufactured products are placed into Dubai market.

### **4.2. Foreign Manufactures**

The importer who is responsible for all matters pertaining to the registration of the product is advised to contact the CPSS at DM for registration. Agents of foreign manufacturers are to take the necessary steps to ensure that cosmetic products intended for the local market are registered before consignments of such products are imported to Dubai. In the event of any violation in this regard, the consignment of the unregistered product would be cleared once only with warning.

### **4.3. Criteria of Applicant**

Applicant for product registration must be a company incorporated in Dubai, or having a warehouse in Dubai and having a trade license in Dubai indicating activities related to cosmetics.

### **4.4. Responsibility of Applicant**

The applicant shall be responsible for the product, its safety, performance, and all information supplied in support of his application for registration of the product.

## 5. How to Start Registration Process?

The applicants should apply for labeling assessment for their products category wise. Therefore, applicant should provide CPSS with sample of each product category or the label designing slip of the product along with applicant details. When CPSS reviews the requirements of the labeling, it issues Cosmetic Labeling Assessment Report that contains product description and details along with remarks for modifying the label if necessary.

### 5.1. Registration Steps

The applicants should provide the CPSS with their products database. This forms the basis on which the CPSS assesses a product label. The registration process is as follows:

- ✿ The applicant sends products database to the following email address: [cpcinfo@dm.gov.ae](mailto:cpcinfo@dm.gov.ae). It should include as well the applicant details (Company Name, P.O. Box, Tel, Fax, Email, Representative Name, Mobile No) & product details.
- ✿ CPSS sends the “Application Form for Cosmetic Labeling Assessment” as a soft copy to the same e-mail address the database was received from.
- ✿ The applicant selects one product of each category in the database and fill the “Application Form for Cosmetic Labeling Assessment” according to the following instructions:
  - Within the application form, the following aspects should be filled with details and numbers: Serial Number, Product name, Brand, Country of Origin, Batch Number & Bar Code. e.g. Bar Code: 1234567, Country of Origin: UAE, ...etc
  - Within the application form the aspects: Manufacturer Detail, Production Date, Expiry Date, Period After Opening, Storage Condition, Ingredients, Health Warnings, Instruction of Use, Size/Weight, Medical Claims & Inconsistent Illustrations should be filled with (YES) if the information is available on the product or with (X) if the information is not available.



- Within the application form the aspects: Shelf-life & Remarks aspects will be filled by CT.
- ✿ After filling the form, the applicant sends the soft copy of the “Application Form for Cosmetic Labeling Assessment” to the following email address: [cpcinfo@dm.gov.ae](mailto:cpcinfo@dm.gov.ae).
- ✿ The applicant submits the required documents (Health Certificate, Free Sale Certificate, Analysis Report, Laboratory Test report) to CPSS along with one of each product that was applied for labeling assessment.
- ✿ The applicant makes sure that the products carry a sticker which is numbered with the same number as applied in the application form.
- ✿ CPSS reviews the documents and application form and adds the remarks if necessary.
- ✿ CPSS contacts the applicant via email for collecting the “Cosmetic Labeling Assessment” report.
- ✿ At the time of collecting the letter, an amount of Dhs 10 for each product that has been applied for should be paid.

## **5.2. Necessary Documents to Accompany Application Forms**

### **5.2.1. Certificate of Free Sales (CFS):**

The certificate must be from the country of origin and issued by the health authorities or recognized bodies. The CFS should be current at the time of submission and request is to be made for the original to be seen. If the product name to be marketed in Dubai is different from the CFS, confirmation letter from product owner is required. A Certificate of Free Sales is a document to indicate that the product is freely sold in that country. This certificate has to be legalized by UAE Embassy.

### **5.2.2. Health Certificate (HC):**

The certificate must be from the country of origin and issued by the health authorities or recognized bodies. The HC should be current at the time of submission and request may be made for the original to be seen. A Certificate of Health is a document to indicate that the product is safe for human being use. This certificate has to be legalized by UAE Embassy.

### **6.3. Coverage of the Mandatory Standard**

The mandatory information standard applies to cosmetics manufactured in or imported into Dubai from November 2006 onwards.

### **6.4. Requirements of Labeling Mandatory Standard**

The mandatory information standard requires the product ingredients be listed on the container or the product itself, if not packed in a container. It is expected that the information would be available at the time products are at the point of entry. Where the container or the product is of a size, shape or nature that prevents ingredient labeling by any of the above methods, the mandatory information standard requires that the information be shown in a way that allows consumers to be informed. This may be achieved, for example, by using swing tags, leaflets, brochures, etc.

The followings are the required components that must be declared in clear English or Arabic language:

- ✿ Product name
- ✿ Brand name of the product
- ✿ Manufacturer detail
- ✿ Country of origin
- ✿ Ingredients
- ✿ Size or Weight of the product
- ✿ Production & Expiry dates or/ Period After Opening (PAO)
- ✿ Storage conditions; unless it is clear from the product name or presentation
- ✿ Instructions of use; unless it is clear from the product name or presentation
- ✿ Health warning notes; unless it is clear from the product name or presentation
- ✿ Code Industrial number of product (Bar-Code) & Batch number
- ✿ Medical claims not allowed
- ✿ Pictures, illustration which are inconsistent with the prevailing social customs and values shall not be used.

Based on these conditions, the health inspector/officer from CPSS will withdraw any cosmetic product that does not comply with the specifications mentioned above and issue fines to the violated individuals.

Note: Either HC or FSC is needed to complete the application procedures for certain countries.

### **5.2.3. Laboratory Test Report:**

A test report that indicates the content of certain heavy metals including Mercury, Zinc, Arsenic, Lead, Chromium, Cadmium, and preservatives and microbiology test from accredited laboratory either in the Country of Origin or from Dubai Central Laboratory is obligatory. All accredited laboratories worldwide are available under website URL: [www.ilac.org](http://www.ilac.org).

### **5.2.4. Analysis Report:**

The document must be obtained from the Manufacturing Company of the product. This document provides all the necessary data regarding ingredients, chemical and physical properties of the products.

## **6. A Guide for Labeling Cosmetic Products**

This guide provides an overview of the mandatory requirements for cosmetic labeling. It aims to increase concerned individual understanding of the coverage and application of the mandatory standard. The guide is of a general nature and there may be important qualifications or exceptions to the mandatory standard that it does not cover. Therefore concerned individuals should always seek professional advice to ensure their products comply with the mandatory requirements and are responsible for ensuring that their cosmetic products meet the mandatory information standard.

### **6.1. Labeling of the Product**

Compliance with the information standard is mandatory. All concerned individuals including manufacturers, importers, suppliers, wholesalers, distributors and retailers are obliged to ensure their products comply with the mandatory information standard.

### **6.2. Objective**

This is to identify ingredients to which public may be allergic or which may cause an adverse reaction as well as to compare diverse cosmetic products.

## **7. Amendments or Change in Registration Particulars**

After a cosmetic product label has been approved, any subsequent amendment in particulars of the application relating to the cosmetic product must be notified or approved by CPSS.

## **8. Validity of Product Registration**

The registration of a cosmetic product shall be valid for 5 years as extension for renewal to be reviewed.

## **9. Product Recall**

The goal of product recall is to promptly and efficiently retrieve Batch/ Bar Code of the product that does not comply with registration requirements, or that may have an undesirable effect on humans. The decision for recall shall be made when there is or may be risk to the cosmetic consumer. Recalls can be initiated through at the request of the Dubai Municipality, or other relevant authorities to recall the product.

## **10. Penalty**

Individuals who contravene any of the provisions of the guidelines and regulations will be charged as violated by Local Order No. 11 / 2003.

## **11. Cosmetic Services**

### **11.1. Request for Assessment of Cosmetic Product Label**

#### **11.1.1. Service Description:**

Application for Cosmetic Labeling Assessment (available only as soft copy)

#### **11.1.2. Fees:**

The value of the fees is Dhs 10.00 per product category plus Dhs 10.00 as knowledge fees for payment orders Dhs 50.00 and above based on Local Order No. (11/2003).

#### **11.1.3. Validity:**

This service is valid for two years under current conditions.

#### 11.1.4. Procedures:

S.NO.	Procedures	Required Documents	Location
1	Submitting a soft copy of the application form along with samples of the products to CPSS	<ul style="list-style-type: none"> <li>✿ Trade License</li> <li>✿ HC and/or FSC</li> <li>✿ Laboratory Test Report</li> <li>✿ Analysis Report</li> </ul>	CPSS
2	Receiving the payment order by the applicant	-----	CPSS
3	Paying to the Cashier counter	Payment order issued by the CPSS stating the value of the payment order	Cashier counter
4	Handing a copy of the receipt over to the CPSS who attaches it to the application form documents	A copy of the receipt	CPSS
5	Getting cosmetic labeling assessment letter	-----	CPSS

#### 11.2. Request for Releasing the Cosmetic Shipments Arriving in Dubai Ports under the Supervision of Dubai Municipality

##### 11.2.1. Service Description:

This service is provided to Licensed Cosmetic Companies in Dubai which have warehouses in the Emirate of Dubai and are already registered their cosmetic products and are concerned in releasing the shipments arriving Dubai under the supervision of DM.

##### 11.2.2. Fees:

The value of the fees is Dhs 50.00 per consignment plus Dhs 10.00 knowledge fees based on Local Order No. (11/2003).

##### 11.2.3. Procedures:

S.NO.	Procedures	Required Documents	Location
1	The importer representative is required to present samples from the consignments to CPSS employee for inspection	<ul style="list-style-type: none"> <li>✿ Packing List</li> <li>✿ Airway Bill</li> <li>✿ Trade License</li> </ul>	CPSS
2	Accurate physical inspection of cosmetic products to insure that it meets cosmetic labeling requirements	Packing list	CPSS
3	Receiving the payment order by the importer representative	-----	CPSS

4	Paying the inspection fees to the Cashier counter	Payment order issued by the CT stating the value	Cashier counter
5	Handing a copy of the receipt over to the CPSS employee who attaches it to the soft copy of the required shipment documents	A copy of the receipt	CPSS
6	Getting the Release Stamp for the consignment	-----	CPSS

### 11.3. Procedures for Cosmetic Consignment Release with Undertaking & Warning

#### 11.3.1. Service Description:

This procedure is taken in case the CPSS has released consignments against a non-disposal undertaking by the company that has not registered cosmetic products until they review CPSS for registration.

#### 11.3.2. Fees:

The value of the deposit is determined by the CPSS and does not exceed Dhs 10,000 (Annex 1) based on Local Order No. 11/2003 in which can be reimbursed after the registration process is done.

#### 11.3.3. Procedures:

S.NO.	Procedures	Required Documents	Location
1	The importer representative is required to present the consignments documents to CPSS employee	<ul style="list-style-type: none"> <li>✿ Packing List</li> <li>✿ Airway Bill</li> <li>✿ Trade License</li> </ul>	CPSS
2	Receiving the deposit payment order by the importer representative	-----	CPSS
3	Paying a deposit & fees to the Cashier counter	Payment order issued by the CPSS stating the value of the deposit & fees	Cashier counter at DM main office
4	Handing a copy of the deposit receipt over to the CT employee	A copy of the deposit receipt	CPSS
6	Getting the Release Stamp for the consignment to be released either: <ul style="list-style-type: none"> <li>✿ to the importer warehouse, or</li> <li>✿ to the other port of entry for re-export</li> </ul>	Filling the release with warning form or re-export form	CPSS
7	<ul style="list-style-type: none"> <li>✿ For releasing to warehouse: to review the C &amp; CHS for registration of the products</li> <li>✿ For re-export: to be re-exported within maximum 30 days</li> </ul>	-----	CPSS

8	Request for recovering the deposit after releasing the consignment and taking the necessary procedures in this connection	Ensuring that all outstanding cases of undertaking as well as the obligations for which an undertaking has been written have been fulfilled	CPSS
9	Checking with the Finance Department	Refund letter from CPSS	DM Main office/ Finance Department

#### 11.4. Request for Releasing the Shipments Arriving in Dubai Ports under Supervision of other Municipalities

##### 11.4.1. Service Description:

This service is provided for companies who do not have Trade License or warehouse in Dubai. The request is for releasing shipments at Dubai ports to be examined under the supervision of the municipalities of the other emirates in the UAE. It should be noticeable that a maximum grace period of 30 days shall be given to know the reply of the concerned municipality.

##### 11.4.2. Fees:

A deposit is determined by CPSS which can be reimbursed after submitting the reply of the concerned municipality requesting necessary action.

##### 11.4.3. Procedures:

S.No.	Procedures	Required Documents	Location
1	Submission of shipment documents to CPSS & filling the undertaking form	<ul style="list-style-type: none"> <li>✿ No-objection letter from the concerned municipality</li> <li>✿ Packing List</li> <li>✿ Airway Bill</li> <li>✿ Trade License</li> </ul>	CPSS
2	Receiving the fees & deposit payment orders by the importer representative	-----	CPSS
3	Paying the fees to the Cashier counter	Payment orders issued by the CPSS stating the value	Cashier counter
4	Handing a copy of the receipt over to the CPSS employee who attaches it to the soft copy of the required shipment documents	A copy of the receipt	CPSS
5	Getting the Release Stamp for the consignment to be transferred to the concerned Municipality	-----	CPSS
6	Submitting letter from concerned municipality of receiving the consignment	Receiving letter from concerned municipality	CPSS
7	Request for recovering the deposit after	Ensuring that all outstanding	CPSS

	releasing the consignment and taking the necessary procedures in this connection	cases of undertaking as well as the obligations for which an undertaking has been written have been fulfilled	
8	Checking with the Finance Department	Refund letter from CPSS	DM Main office/ Finance Department

## 11.5. Request for Releasing Non-Commercial Shipments Arriving in Dubai Ports under the Supervision of Dubai Municipality

### 11.5.1. Service Description:

This service is provided for public who receive personal or establishment consignments. The request is for releasing these shipments at Dubai ports to be examined under the supervision of the DM. It should be noticeable that a maximum weight of 30 KG is considered non-commercial; however, this has to be decided cases by case.

### 11.5.2. Fees:

No fees required.

### 11.5.3. Procedures:

S.No.	Procedures	Required Documents	Location
1	CPSS	✿ Packing List ✿ Airway Bill	CPSS
2	Undertaking form for non-commercial consignment to be filled by the customer	A copy of non-commercial form	CPSS
3	Getting the Release Stamp for the consignment	-----	CPSS

### Annex 1:

Consignment Amount (UAE Dhs)	Deposit Amount (UAE Dhs)
5,000 or Less	1000
5,000 up to 20,000	2,000
20,000 up to 30,000	5,000
30,000 or More	10,000
Permanent deposit for multiple DIP consignments	15,000
Permanent deposit for multiple Re-Export	50,000