

Faulty custom furniture?

Consumers now have the right to refuse and refund

- Buyers can file complaints legally
- They may demand a refund
- Law requires suppliers to comply
- Civil code protects consumer rights

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TDT | Manama

Shoppers ordering custom-made furniture have a clear right to reject the final product and claim a refund if the delivered item differs significantly from what they paid for, lawyer Jassim Al Essa has told The Daily Tribune.

His comments come amid rising complaints from customers who say finished pieces often don't match the specifications, design or quality they agreed to.

According to Al Essa, the key issue is the extent of the mismatch and whether it undermines the purpose of the purchase—especially in cases where the shop refuses to redo the work. “In such situations, the buyer can insist that the contract be fulfilled as agreed, or move to terminate it and seek compensation for any damages,” he explained.

He pointed to Article 8 of the Consumer Protection Law (Law No. 35 of 2012), which obliges



Representative image



“The buyer should notify the seller that the goods are being rejected due to non-conformity and request a full refund. If the seller fails to respond, the buyer can file a complaint with the Consumer Protection Directorate

LAWYER JASSIM AL ESSA

under the Bahraini Civil Code (Law No. 19 of 2001), either as a contract for work or as a sale of goods to be delivered later according to a set description. In both cases, the seller is legally required to provide items that match the agreed specifications, and major deviations amount to a serious breach.

suppliers to replace defective or non-conforming goods—or take them back and refund the full price—at no extra cost to the consumer.

Al Essa added that custom-made furniture orders fall

a complaint with the Consumer Protection Directorate.

If faced with a faulty delivery, the buyer should formally notify the seller that the goods are being rejected due to non-conformity and request a full refund. Should the seller fail to respond, the consumer can file

where applicable. Buyers may send notice through registered mail with proof of receipt, giving the seller seven days to reply before proceeding to court.

If the contract is rescinded, Articles 142/A and 147 require both parties to be restored to the positions they held before the agreement, in line with the Civil Code's rules on termination and rescission.

Two more arrested in BD 50,000 gold theft case

Interior Ministry said the suspects are Chinese nationals

- Police recovered more stolen gold jewellery from suspects initially arrested
- TDT | Manama

Police have arrested two more Chinese nationals aboard a flight that was about to take off, in connection with a gold jewellery theft at a private residence in Bahrain valued at approximately BD 50,000.

The arrests followed after police recovered more stolen gold jewellery from suspects initially arrested. The Ministry of Interior confirmed the arrests, stating that the General Directorate of Criminal Investigation and Forensic Science continued its investigation following the first apprehensions at Bahrain International Airport. The detainees have been referred to the Public Prosecution for further action.



The suspects

Muharrraq Nights 2025 showcases Bahrain's heritage, says Minister



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Rawan bint Najeeb Tawfiqi, Youth Affairs Minister, said the fourth edition of Muharrraq Nights has once again highlighted the festival's role as a vibrant cultural landmark celebrating Bahrain's heritage and identity. She praised the active contribution of young Bahrainis, whose ideas and initiatives continue to breathe new life into the festival, pre-

senting national traditions in innovative, contemporary ways.

The minister made her remarks during a visit to the Mahmood Ismail Al Saa'ati Museum at Bait Jamsheer, held as part of the festival and attended by members of the national “Laame” project. She was briefed by Mohamed Akbar Al Saa'ati, who shared the legacy of his grandfather, Mahmood Ismail Al Saa'ati, a pioneering figure credited with introduc-

ing cinema to Bahrain. He also highlighted his grandfather's contributions to early sound recordings, watchmaking, and other cultural trades.

Minister Tawfiqi commended the Al Saa'ati family for preserving and presenting this important chapter of Bahrain's story, noting that their work reflects the creativity of Bahraini youth and provides visitors with meaningful insight into the Kingdom's cultural evolution.