

# Temporary Incentive on Customs Fines

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# 01

On 27<sup>th</sup> June 2026, Dubai Customs issued Customs Notice No. (15/2026) and effective 21<sup>st</sup> May 2026, introducing a temporary facility allowing eligible businesses to benefit from an 80% reduction on customs fines as part of the economic incentive package of the Government of Dubai to support trade activity, ease financial pressure, and enhance compliance outcomes.

# 02

The incentive applies exclusively to fines arising from eligible customs cases and does not extend to customs duties, service fees, administrative charges, or any other outstanding fees or amounts.

Furthermore, the incentive is limited to penalty decisions issued prior to 28<sup>th</sup> February 2026, and in cases involving both duties and penalties, the reduction applies only to the penalty component.

# 03

It is clarified that no refunds will be issued for penalty amounts that are settled fully or partially, however, where an applicant has made a partial payment of penalties arising from customs cases prior to the approval of the reduction request, the reduction may be applied to the remaining outstanding balance subject to approval.

The notice does not apply to cases under active dispute before courts, Public Prosecution, or other legal authorities, unless specifically approved by Dubai Customs.

# 04

Applications must be submitted on or before 31<sup>st</sup> December 2026 via email ([1886@dubaicustoms.ae](mailto:1886@dubaicustoms.ae)) or in person at Dubai Customs head office at Port Rashid (Finance Counter) and will be processed subject to verification and approval.

The original penalty remains payable until all conditions are met and all obligations have been fully discharged, including the full settlement of the reduced penalties together with all applicable customs and non-customs duties.

# 05

Where approved, businesses are required to settle the remaining 20% of the reduced fine amount, generally in a single payment, with instalment arrangements allowed only in exceptional cases subject to full settlement by 30<sup>th</sup> June 2027.

The reduction becomes final only upon full settlement of all obligations, and any non-compliance (including missed or failed payments) may result in revocation of approval and reinstatement of the original penalty.

# 06

Given the time-bound nature of the incentive and the strict eligibility criteria, businesses are recommended to review historical customs fines arising from eligible customs cases and assess their eligibility at the earliest to determine potential benefits and ensure timely application within the stipulated timeframe.

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