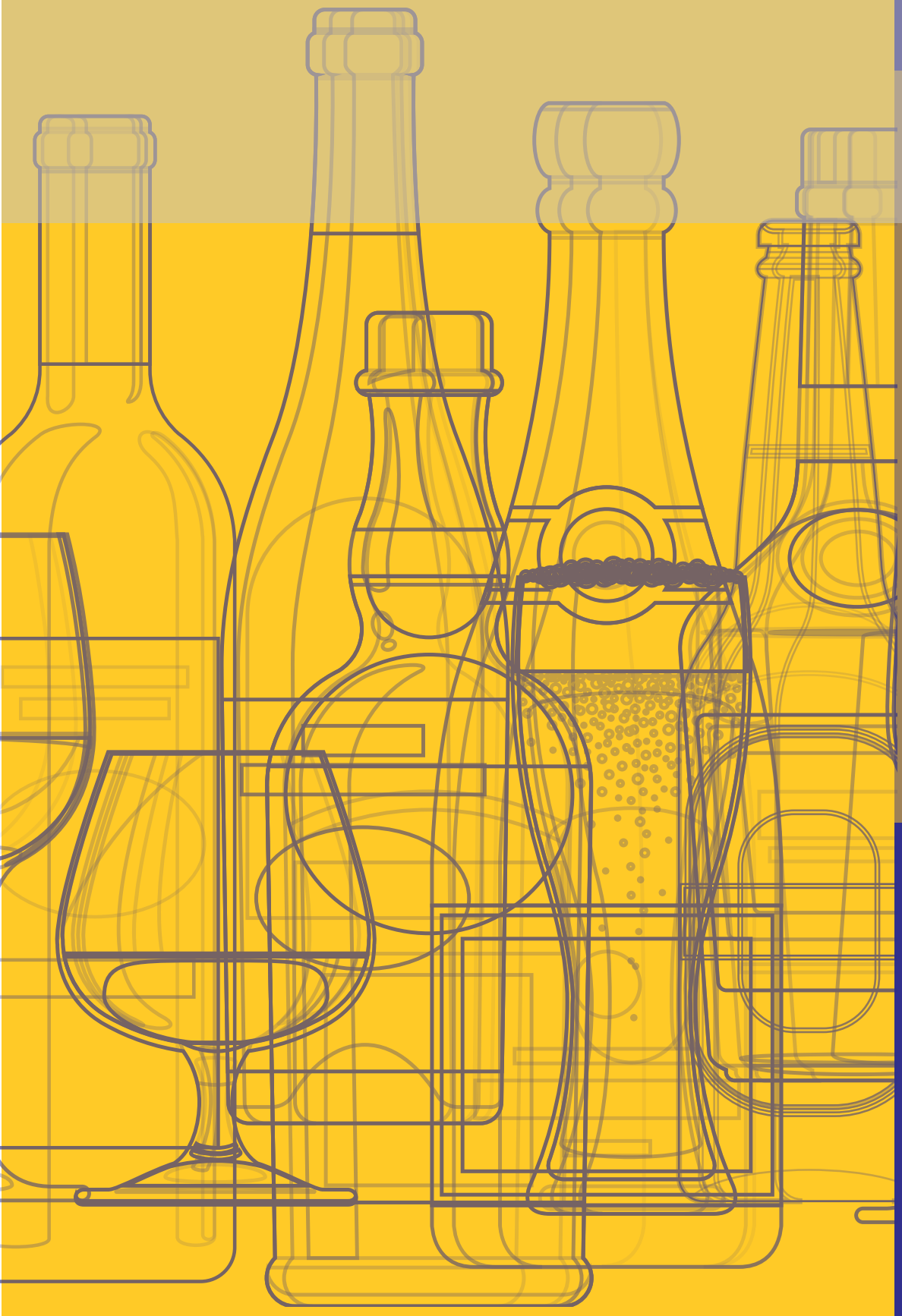
Frequently Asked Questions

FAQ'S



Qatar Distribution Company

Appointment Options:

1. Store Visit: Existing customers can book an appointment for a retail store visit.

2. Permit Office – Permit Renewal: Existing customers can book a permit office appointment for:

   (i) Permit Renewal, or
   (ii) Lost Card Replacement, or
   (iii) Applying for a Joint Permit, or
   (iv) Visiting the Review Office, or
   (v) Requesting Quota Increase

3. Permit Office – New Permit: New customers can book a permit office appointment to

   (i) Apply for a New Permit

4. Click & Collect: Pre-order option for customer to purchase QDC products at a specific date & time.

Frequently Asked Questions (FAQs) – Retail Store & Permit Office:

Q1. Who can apply for a permit?

A. The below criteria must be fulfilled for an individual to be eligible to apply for a permit:

- All non-GCC citizens possessing a valid Qatar Resident Permit (RP).
- Applicant is over the age of 21.
- Applicant is earning a basic salary excluding ALL allowances of at least QAR 3000 per month.
- Under special circumstances some non-RP/non-Qatar ID applicants on multi-entry visas may apply.
- Applicants working in Qatar on a multi-entry visa or other type of business visa may apply if you meet the following criteria:

  - Resident in Qatar for a minimum of 3 months.
  - Residing in a private accommodation whilst resident in Qatar. Applicants living in hotels are not eligible.
  - In support of the application the above details are confirmed in writing by an employer or sponsors based in Qatar.

Q2. How do I apply for a new permit?

A. Applicants must:

- Obtain a letter from your employer addressed to QDC or 'To Whom It May Concern'* with your name, position and a breakdown of monthly salary showing basic and any allowances applicable. The accommodation entitlement must be shown either as free housing provided by the employer or as a monthly allowance.
- The letter must be signed by an authorized signatory and stamped by the company.
- The letter must be in English dated within the last 3 months on an original company letterhead.
- You must show your original Qatar Resident Permit identity card. QID validity should be more than 2 months.
- You must complete a QDC application form. Forms are available at the Parking Guard Room or in the Permit Office waiting area on the first floor.

• In some cases you may be required to produce evidence of salary and allowances such as bank statements and/or employment contracts and/or CR Copy.

• Payment of License fee paid on pro rata basis based on QID validity. License fee is not refundable. We accept only debit/credit cards for payment. Fee approximately QAR 150 per year.

PERMIT VALIDITY	ANNUAL FEE
1ST YEAR	QAR 150
2ND YEAR	QAR 250
3RD YEAR	QAR 350
4TH YEAR	QAR 400

*PRO-RATA BASIS

Q3. What are the permit rules?

A. • Permits are for personal use only.
• Purchases must be taken directly to the permit holder's residence and should be concealed from public view in transit.
• The Permit holder and goods must be in the same vehicle.
• Alcohol consumption must be at the permit holder's residence only.
• It is strictly forbidden to give alcohol to others whether by sale or gift.
• You cannot purchase without your permit card.
• Only main and joint permit card holders are allowed inside the retail store. No guests, spouses without joint cards or children of any age will be allowed to enter the retail store.
• Pork products are sold to Non-Muslims only.
• Any transfers observed on our premises will result in the suspension or cancellation of the permit.
• Management reserves the right to refuse cancel any membership or refuse entry to the premises.

Q4. What is the maximum validity I can be issued or renew my permit?

A. • The expiry date will be shown in the format MM/YY. The permit will be valid up until the last day of the month shown.
• You will be allowed one purchase 30 days after the expiry date (last day of the month shown on the card in MM/YY format) to allow you time to renew the permit. Usage within 30 days is conditional upon you having a confirmed retail store appointment booked prior to last day of card expiration.

QID VALIDITY	PERMIT VALIDITY ISSUANCE GUIDE
1 - 2 months only	Not allowed, Please renew QID prior to application or renewal.
3 - 11 months	Customer to pay for pro-rated license fee for the full validity of QID.
12 - 48 months	Customer can choose number of months from 1 year to full validity of their QID. Less than 12 months permit validity is not allowed for this scenario.

Q5. What is the monthly quota of permits?

A. • The value depends on your monthly basic salary among other factors. You will be told the monthly value when the application process is complete.

Q6. How do I renew my permit?

A. • If the employer/sponsorship is the same as per your previous permit application details, then renewals can be done on a basis of a renewed Qatar ID only. Renew online by visiting qdc.com.qa or book an appointment to renew in person.
• If any of the applicant's circumstances (company, role, salary, accommodation status, etc.) have changed, then all of the documentation mentioned in Q2 above is required. Please apply in person and re-submit updated application form.
• If you are under family sponsorship you will need to get a new letter from your employer and your new Qatar Resident Permit card every time you renew. (Qatar Residence Permit validity should be more than 2 months.)
• Payment of license fee, is paid on a pro-rata basis, and is based on Qatar residence Permit validity. License fee will be charged electronically through debit or credit cards.
(Please see fee table above)

Q7. My permit card has an expiry date printed on it, can I still use this card?

A. • Yes, after renewing the permit online, you can still use the same card to book appointments or use the online shopping options offered by QDC.

Q8. Do I need to change the card after I renew my permit online?

A. • There is no immediate need to change the card. The permit card will still be valid until otherwise advised. You are however, welcome to visit the permit office to replace a worn-out or damaged permit card at any time.

Q9. How do I get an extra permit card for my spouse?

A. • On request an additional card will be issued only to the spouse of the current permit holder.
• Both the existing permit holder and spouse should apply in person together.
• Spouse should have a valid Residence Permit.
• On request an additional card will be issued only to the spouse of the current permit holder.

Q10. What documents are required to renew a joint card?

A. • If the main card holder is not present during the renewal, please bring an authorisation letter and Qatar ID copy of the main card holder.

Q11. What do I do if I lose my permit card?

A. • You must notify QDC immediately by emailing us at permit@qdc.com.qa, so that the lost card will then be disabled.
• For replacement, first get a Retail Store Visit appointment. You must then go to the Permit Office with personal identification such as your Qatar Resident Permit card a Qatar driving license or passport.

• If the permit is still valid, a new card will be issued under the same number but with a new card code. If the old card is found it should be discarded as the code will be disabled in our system. You can proceed to shop once replacement is issued.
• If the permit has expired then it must be renewed before a replacement card can be issued. See "How do I renew my permit?" (Q6) for information on renewals.

Q12. How do I cancel my card?

A. • Visit permit office to surrender permit card and request for card cancellation.
• If you cannot attend in person or have already left Qatar, please send an email with your permit details to permit@qdc.com.qa so that your card is officially cancelled.

Q13. Can I transfer alcohol to another person?

A. Please note that it is not permitted to transfer alcohol to another person even if they hold a valid permit. Any transfers observed on our premises will result in the confiscation of the goods and permits. Permits may be suspended or cancelled with no refund of permit fees paid. Please read the permit rules carefully and ensure full compliance.

Q14. Are the Pork Purchases deducted from my monthly Quota?

A. No – Monthly liquor quota applies to liquor purchases only. Pork products are not included.

Q15. If I have a Retail Store booking only to realize that my permit has expired, will I be allowed to visit permit office as a walk-in customer?

A. No – You can renew and pay for your permit online ahead of the store visit. Alternatively, you can book an appointment online to renew in the store.

Q16. After my permit transaction (e.g. new permit, renewal of permit, etc.) is complete, can I visit the Retail Store to purchase?

A. YES – You can shop after your permit transaction is done.

Q17. I received an SMS to meet review officer. Do I need to book an appointment?

A. YES – On the website please select PERMIT RENEWAL button to get appointment to meet the review officer.

Q18. I'm in the Retail Store now but I have forgotten my card at home! What do I do?

A. Please visit permit office with a valid QID to request for a 1 day temporary pass.

Q19. How do I book a Retail Store Visit Appointment if I'm a Joint Card holder?

A. Joint Card holders can book a Retail Store Visit Appointment using their Permit number (without the J) and the QID of the Main Permit holder. Please note that both main card and joint card holders can visit using the same appointment.

Frequently Asked Questions (FAQs) – Click & Collect.

Q20 Can I change/cancel my order?

A. No, you cannot make changes to the items ordered. However, you can cancel the order up to 24 hours prior to your scheduled collection date and time. To cancel, get in touch with us via our 'Contact Us' page, select the "Click & Collect" dropdown and request the cancellation quoting your order number as a reference.

Q21. Can I change my collection date and time?

A. Yes, up to 24 hours prior to collection date & time. Please log into www.qdc.com.qa, select Click & Collect and reschedule to your preferred collection date & time.

Q22. Can I visit the shop after I collect my order without an appointment?

A. Yes, you can visit the shop after completing & collecting your Click & Collect transaction & order.

Q23. How will I know if my order has been received?

A. You will receive an email confirming receipt of your order. You will also be sent a reminder email of your order being ready for collection.

Q24. How do I review my order?

A. You can click on 'My Orders' tab on our website.

Q25. What credit cards do you accept?

A. Credit and debit cards are accepted, list is available at time of online payment. Some banks may have certain rules that do not allow transactions to be processed at QDC, please check with your bank.

Q26. Will my quota be deducted when I pay for my order or when I collect my order?

A. Quota will be deducted on the website when confirming and paying for the items upon check out.

Q27. Will I get notifications of out of stock products back in stock?

A. No, you will not receive a notification of products once they are back in stock.

Q28. Can someone else collect the order on my behalf?

A. No, only a joint card holder can collect an order linked to the main card/permit holder.

Q29. What happens if I miss my collection date?

A. Your order will be cancelled and you will have to place a new order with a new collection date & time.

Q30. I have an appointment to visit the Retail Store but cannot seem to book a Click & Collect appointment, is there an error?

A. You will have to complete or cancel your Retail Store Appointment before you can book a Click & Collect order. You are however able to book a Click & Collect order and a separate retail store appointment at a later date.

Q31. Can I pay upon collection of my order?

A. No, only online payment will be accepted prior to collection of order.

HOW TO ORDER ONLINE

Book your appointment at qdc.com.qa

Qatar Distribution Company