Documents Required for Tenant Cancellation

If tenant is an individual:

1. Cancellation Form (signed by tenant and landlord with cut-off date)
2. Tenancy Agreement Copy (first and last agreement if tenancy longer than one year)
3. Valid Passport Copy including signature page + Visa Page of the Tenant (in case of UAE nationals, visa page is not applicable)
4. Emirates ID copy (front & back)
5. Original Security Deposit Receipt
6. Copy of Emicool Contract

If tenant is a company:

1. Cancellation Form (signed and stamped by tenant and landlord with cut-off date)
2. Tenancy Agreement Copy (first and last agreement if tenancy longer than one year)
3. Valid Trade License Copy
4. Valid Passport Copy including signature page + Visa Page of the Authorized Signatory as per Trade License (in case of UAE nationals, visa page is not applicable)
5. Original Security Deposit Receipt
6. Copy of Emicool Contract

Cancellation Process: Please visit one of our Emicool offices to submit the above mentioned required documents to one of our Customer Service Representatives.

Kindly note that at the time of submitting these documents, the bill up until the last invoice should be cleared.

After submitting the required documents, Emicool will conclude your final bill within three to five working days. The final bill amount will be deducted from your security deposit.

The remaining amount of the security deposit will then be refunded to you by cheque.

Security Deposit Refund: Please be informed that the remaining amount of your security deposit will be refunded by cheque. This cheque can only be issued under the tenant’s name.

In cases where the tenancy was under a company’s name, kindly note that the cheque will be issued under the company’s name as well. Therefore, an authorization letter on company letter head is required stating the name and Emirates ID number of the authorized person collecting the cheque. This letter as well as the Emirates ID has to be presented to our Customer Service Representative at the time of collecting the cheque.