



Metal Assay Centre – Service Level Agreement (SLA)

Service Type		Duration			Pre-Appointment	No. of Jobs per client	No. of Items per deposit	Service Fees B.D.	Remarks		
		Fast-Track (Urgent service)	Regular items	Technically Defective items							
Locally made Items	Testing & Hallmarking of Precious Metals Articles & Bars.	24 Hours	1-5 working days	6-7 Working days	Not Required	Refer to the Jobs Receiving general terms & Conditions	Refer to the Jobs Receiving general terms & Conditions	2 B.D. / Test 1 B.D. / Hallmark 2 B.D./ Special inscription	Appointments given According to the Schedule.		
	Testing & Hallmarking of High Value articles (Pearls & Diamonds).	24 Hours	1-2 working days	6-7 Working days	Required						
	Testing & Report of Precious Metals Articles.	24 Hours	1-2 working days	6-7 Working days	Not Required						
Imported Items	Testing & Hallmarking of Precious Metals Articles & Bars.	24 Hours	1-5 working days	6-7 Working days	Not Required			Refer to the Jobs Receiving general terms & Conditions	Refer to the Jobs Receiving general terms & Conditions	2 B.D. / Test 1.5 B.D. / Hallmark 2 B.D./ Special inscription	1-2 min Job/day
	Testing & Hallmarking of High Value articles (Pearls & Diamonds).	24 Hours	1-2 working days	6-7 Working days	Required						Appointments given according to the Schedule.
	Testing & Report of Precious Metals Articles.	24 Hours	1-2 working days	6-7 Working days	Not Required						
	Assaying of officially recognized private Hallmarks.	24 Hours	1-5 working days	6-7 Working days	Required						
	Testing & Hallmarking of Specially requested jobs.	24 Hours	1-5 working days	6-7 Working days	Required						Appointments given according to the Schedule
Inspection and Complaints for testing & hallmarks deposit items.		Subject to the completion of the legal procedures and the final decision of the Judiciary authorities according to Law no.6/1990.			Not Required					Depending on items' origin and the type of service.	Coordination with Consumer Protection and Inspection Directorates to complete the legal procedures.
Other Actions	<ul style="list-style-type: none"> failed locally made Items - options will be given to the owner: either to break the items or hallmarking it with the lower legal carat. Failed Imported Items – options will be given to the owner: either hallmarking it with the lower carat or re exporting it to the country of origin. *Double charge fees will be collected for any fast-track services (Urgent). Refer to terms and conditions listed in the metals assay application form. 										

