

## 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*	Regular items					
<b>Locally made Items</b>	Testing & Hallmarking of Precious Metals Articles & Bars.	24 Hours	1-5 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	Appointments given According to the Schedule.
	Testing & Hallmarking of High Value articles (Pearls & Diamonds).	24 Hours	1-2 working days	Required			2 B.D./ Special inscription	
	Testing & Report of Precious Metals Articles.	24 Hours	1-2 working days	Not Required				
<b>Imported Items</b>	Testing & Hallmarking of Precious Metals Articles & Bars.	24 Hours	1-5 working days	Not Required			1-2 min Job/day	
	Testing & Hallmarking of High Value articles (Pearls & Diamonds).	24 Hours	1-2 working days	Required			Appointments given according to the Schedule.	
	Testing & Report of Precious Metals Articles.	24 Hours	1-2 working days	Not Required				
	Assaying of officially recognized private Hallmarks.	24 Hours	1-5 working days	Required				
	Testing & Hallmarking of Specially requested jobs.	24 Hours	1-5 working days	Required	Appointments given according to the Schedule			
<b>Inspection and Complaints for testing &amp; hallmarks deposit items.</b>		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.	
<b>Other Actions</b>	<ul style="list-style-type: none"> <li>failed locally made Items - options will be given to the owner: either to break the items or hallmarking it with the lower legal carat.</li> <li>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.</li> <li>*Double charge fees will be collected for any fast-track services (Urgent).</li> <li>Refer to terms and conditions listed in the metals assay application form.</li> </ul>							

