

## Metals Assay Centre Customer Advices

### Service Instructions

- Kindly book an appointment through (MAWAEED) application or visit the centre and take a que No. and wait in the designated area until being directed.
- Fill in the application form and read the rules and the conditions carefully.
- Submit the items in packets and proceed to the counter when your number is shown on display screen (Make sure the weight and No. of items are correct)
- The weights and No. of items will be verified. The applicants hold the full responsibility of any incorrect information.
- For special analysis & hallmarking requests. Kindly contact the customer service specialists for appointments reservation and arranging the receiving process.
- To follow-up and pay for the ready jobs, you can visit MOIC official website [www.moic.gov.bh/AssayDeposit/](http://www.moic.gov.bh/AssayDeposit/)
- Payment of the ready jobs will be online only through the official website- cash will not be accepted at all.
- Kindly check the weight and No. of the hallmarked articles before leaving the center.

### General information

- Representative must present an up to date CPR in when submitting any requests
- Items should be finished and polished (any erased hallmark will not be accepted by a new job submission)
- All imported jewelry will not be accepted without custom papers
- Daily receiving of jobs from 7:30 AM until 9:30 AM.
- Delivery of completed jobs from 11 AM until 2:00 PM.
- Urgent jewelry jobs will be ready within 24 hour with double charge fees
- To follow up and pay for the ready jobs visit our site [www.moic.gov.bh/AssayDeposit/](http://www.moic.gov.bh/AssayDeposit/)
- Payment for completed jobs must be made online through the official MOIC website. Cash is not accepted
- When receiving completed jobs check the weight and all hallmarked items before leaving



## General Terms and Conditions

1. The assay Section will receive deposited items from 07:30AM to 09:30AM. Delivery of finished deposits will be from 11:00AM to 14:00PM.
2. Deposits are accepted from Individual and registered customers.
3. Registered jewellers may officially appoint a maximum of two representatives to deal with the Assay section on their behalf.
4. Receiving Deposits will be based on the Commercial Register name and not on the number of CR's branches.
5. Customers must submit deposits along with the application form, bearing the full responsibility of the given information.
6. Local Jewellers (Manufacturers) may be requested to put their brand logo on their manufactured articles if applicable.
7. Registered Companies will be given the priority in submission of application requests (deposits).
8. Completed deposits received through a representative will only be delivered to the same representative or to the CR owner personally, and not to any other representative.
9. Before cancelling and changing any representative, make sure to collect all the deposits under his/her name.
10. Deposited items must be manufactured from the same precious metal alloy with the same fineness (legal Carat), regardless of its design. Items manufactured in different workshops must be submitted separately.
11. Soldering materials used should be with the same purity(fineness) of the precious Metal articles.
12. Expected weight loss from the total weight of each deposit submitted resulting from the assaying and hallmarking process should not exceed 200 mg per Job.
13. The lost & Damage policy procedures will be apply in the event of any loss or damage of Jewellery articles.
14. Pure gold cornet will be substituted according to the number of chemical samples taken.
15. All submitted deposited Items must be in their finished stage and clean from manufacturing residues. The department will not be responsible for any weight loss or fineness fail if such residues are present during the assaying process. The department has the right to reject unconfirmed items.
16. Deposit content capacity will be controlled by certain quantity of items & total weight. (Refer to terms & Conditions below).



17. Deposited items are subjected to random chemical sampling. one or two pieces maybe damaged due to sampling process. Jewellers may add extra items for sampling purposes. Samples will be returned to jobs in a form of pure gold cornet.
18. For casted items (Tree samples maybe accepted as an extra sample and considered while sample preparation).
19. Jewellery articles cannot be hallmarked due to their small size or nature will refer to customers to add a plate to be used for putting the hallmark sign. Testing report will be issued when it is not possible to add these plates for small articles.
20. The Assay application unit is not responsible for counting items of each deposit during submission. For jobs with more than 10 pieces, only the total weight will be considered.
21. **Jewellery articles seized during inspection will be deposited as one deposit per each sealed packet.**

## TERMS AND CONDITIONS FOR SUBMITTED JOBS:

### A. Regular Application Deposits:

Hallmarking				
N o.	Type of Item	Maximum No.	Maximum Wt.	Special remarks
1	Bangle	80	1500 g	2 designs only
2	Chain	80	1500 g	2 designs only
3	Ring	80	1500 g	2 designs only
4	Bracelet	80	1500 g	2 designs only
5	Set	80	1500 g	2 designs only
6	Pendant	80	1500 g	2 designs only
7	Earrings	80	1500 g	2 designs only
8	Nose-pin	80	1500 g	2 designs only
9	Cufflinks	80	1500 g	2 designs only
10	Necklace	80	1500 g	2 designs only
11	Mixed Items	80	1500 g	Not more than 2 types of articles and not more than 2 designs in one receipt
12	Bars	3	3 kg	
13	Others			It's subject to articles type and weight

### Note:

**For Silver items, the maximum number of items not exceed 40 pieces per request for rings, earrings and pendants.**



### **B. TESTING & HALMARKS IMPORTED ITEMS (Regular)**

22. Imported articles could be received through Customs Directorate. Prior to application of this rule, there will be a notification to jewelers to submit existing deposits for hallmarking.
23. The transfer of articles between the Assay Office & Customs Directorate is the responsibility of the jeweller in coordination with the Assay Office & Custom Authority.

### **C. URGENT, HIGH VALUE JEWELLERIES AND SPECIAL JOB REQUESTS:**

24. These services are mainly designed to accommodate jewellers' special requests toward their consumers. Prior appointment booking is required through **MAWEED** mobile app. Acceptance of deposits is subject to the daily workload at time of submission.
25. High Value jewellery deposit must not exceed **40** Items in number, with a total weight of no more than **1.5Kg** (Some exemptions may apply depending on nature of items).
26. Urgent deposit must not exceed **30** items, with a total weight of no more than 1.5Kg (**Some exemptions may apply depending on nature of items**).
27. A maximum of **(3)** special requested deposits may be accepted for each company per day.

The Assay Section has the right to limit the acceptance of the number of Urgent , special or high-value deposits, including their contents, according to the workload at time of submission.