

Metals Assay Center - 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						
Locally made Items	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	-	
	Testing & Hallmarking of High Value articles (Pearls & Diamonds).	24 Hours	1-2 working days	Required			1 B.D. / Hallmark	Appointments given According to the Schedule.	
	Testing & Report of Precious Metals Articles.	24 Hours	1-2 working days	Not Required			2 B.D./ Special inscription	-	
Imported Items	Testing & Hallmarking of Precious Metals Articles & Bars.	24 Hours	1-5 working days	Not Required			2 B.D. / Test	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				2 B.D./ Special inscription	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		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.							