



**BIRMINGHAM
ASSAY OFFICE™**

IMPORTANT CHRISTMAS TRADING INFORMATION 2022

Ensure you get the turnaround and service you need this busy festive period.

Check out our divisional receipt and collection/delivery times below. Remember, we will be open and trading right up until **12.30pm on Friday 23rd December 2022**. We'll re-open our doors from **8.30am on Tuesday 3rd January 2023**.

Can't see the information you need? Contact the team on **0121 236 6951** or email customerservice@theassayoffice.co.uk.

GOODS RECEIVED VIA CUSTOMER SERVICE COUNTER

All service levels are dependent on volume, capacity and complexity.

STANDARD SERVICE		
	RECEIVED BY	COMPLETED BY 12.30PM
HALLMARKING	Fri 16th Dec	Fri 23rd Dec
LASER MARKING	Fri 16th Dec	Fri 23rd Dec
ANCHORCERT ANALYTICAL LAB	Tue 13th Dec	Fri 23rd Dec
ANCHORCERT GEM LAB	Fri 9th Dec	Fri 23rd Dec
SAFEGUARD VALUATIONS	Fri 25th Nov	Fri 23rd Dec
NEXT DAY		
	RECEIVED BY 9.30am	COMPLETED BY 12:30pm
HALLMARKING	Thu 22nd Dec	Fri 23rd Dec
LASER MARKING	Thu 22nd Dec	Fri 23rd Dec
ANCHORCERT GEM LAB	Not available	Not available
SAFEGUARD VALUATIONS	Not available	Not available
SAME DAY		
	RECEIVED BY 9.30am	COMPLETED BY 12.30pm
HALLMARKING	Fri 23rd Dec	Fri 23rd Dec
LASER MARKING	Fri 23rd Dec	Fri 23rd Dec
ANCHORCERT GEM LAB	Not Available	Not Available
SAFEGUARD VALUATIONS	Not Available	Not Available

GOODS RECEIVED VIA ROYAL MAIL OR SECURE COURIER

All service levels are dependent on volume, capacity and complexity.

STANDARD SERVICE		
	RECEIVED BY	DESPATCHED ON
HALLMARKING	Fri 16th Dec	Fri 23rd Dec*
LASER MARKING	Fri 16th Dec	Fri 23rd Dec*
ANCHORCERT ANALYTICAL LAB	Tue 13th Dec	Fri 23rd Dec*
ANCHORCERT GEM LAB	Fri 9th Dec	Fri 23rd Dec*
SAFEGUARD VALUATIONS	Fri 25th Nov	Fri 23rd Dec*
NEXT DAY		
	RECEIVED BY 9:30am	DESPATCHED ON
HALLMARKING	Thu 22nd Dec	Fri 23rd Dec*
LASER MARKING	Thu 22nd Dec	Fri 23rd Dec*
ANCHORCERT GEM LAB	Not Available	Not Available
SAFEGUARD VALUATIONS	Not Available	Not Available
SAME DAY		
	RECEIVED BY 9:30am	DESPATCHED ON
HALLMARKING	Fri 23rd Dec	Fri 23rd Dec*
LASER MARKING	Fri 23rd Dec	Fri 23rd Dec*
ANCHORCERT GEM LAB	Not Available	Not Available
SAFEGUARD VALUATIONS	Not Available	Not Available

*Please note, we cannot guarantee that items despatched on Friday 23rd December will arrive before Christmas. Please check courier lead times for more information.

EXCEPTIONS

All service levels are dependent on volume, capacity and complexity.

STANDARD SERVICE		
ANCHORCERT ANALYTICAL LABORATORY	SAMPLES RECEIVED BY 12noon	REPORTED ON
Full Nickel Release Reference Test To EN1811	Thu 8th Dec	Fri 23rd Dec
AnchorCert Pro	Thu 1st Dec	Fri 23rd Dec
Crystal Glass Determination Test	Thu 8th Dec	Fri 23rd Dec
FULL ICP Scan	Wed 7th Dec	Fri 23rd Dec

STANDARD SERVICE	
ANCHORCERT GEM LAB	
Coloured Diamonds	Due to the variety of stones and service requirements, please call the AnchorCert Gem Lab team to discuss your specific requirements on 0121 236 6951.
Gemstones	
Pearls	

Our 1-hour Hallmarking Express Service will still be available up to 11am on Friday 23rd December 2022 (subject to article type and volumes received). All divisions will be open and trading up until 12.30pm Friday 23rd December 2022, when all will close for the Christmas festive period.

All divisions will return to trade from 8.30am on Tuesday 3rd January 2023.



**BIRMINGHAM
ASSAY OFFICE™**

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