



IMPORTANT CHRISTMAS TRADING INFORMATION 2024

During the busy festive period, make sure that you get the turnaround and services that you need to make Christmas special! See the breakdown of our collection and delivery times below.

Remember, we will be open and trading right up until **4pm on Monday 23rd December 2024**. We'll re-open our doors from 8:30am on **Thursday 2nd January 2025**. If you need more information, please contact the team on **0121 236 6951** or email customerservice@theassayoffice.co.uk.

GOODS RECEIVED VIA CUSTOMER SERVICE COUNTER AND ROYAL MAIL OR SECURE COURIER

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

STANDARD SERVICE		
	RECEIVED BY	COMPLETED BY/DISPACHED ON
HALLMARKING	Monday 16th Dec	Monday 23rd Dec
LASER MARKING	Monday 16th Dec	Monday 23rd Dec
ANALYTICAL LAB	Monday 9th Dec	Monday 23rd Dec
GEM LAB	Friday 13th Dec	Monday 23rd Dec
VALUATIONS	Monday 9th Dec	Monday 23rd Dec
NEXT DAY SERVICE		
	RECEIVED BY (9.30AM)	COMPLETED BY (9.30AM) /DISPATCHED ON
HALLMARKING	Friday 20th Dec	Monday 23rd Dec
LASER MARKING	Friday 20th Dec	Monday 23rd Dec
SAME DAY SERVICE		
	RECEIVED BY (9.30AM)	COMPLETED BY (3.30PM) /DISPATCHED ON
HALLMARKING	Monday 23rd Dec	Monday 23rd Dec
LASER MARKING	Monday 23rd Dec	Monday 23rd Dec

EXCEPTIONS

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

STANDARD SERVICE - ANALYTICAL LAB			STANDARD SERVICE - GEM LAB	
	RECEIVED BY (12 NOON)	REPORTED ON		
FULL NICKEL TEST	Tuesday 10th Dec	Monday 23rd December	COLOURED DIAMONDS	Due to the variety of stones and service requirements, please call Customer Service on 0121 236 6951 to discuss your specific requirements
ANCHORCERT PROTECT 1 & 2	Thursday 5th December	Monday 23rd December	GEMSTONES	
LEAD & CADMIUM	Tuesday 17th December	Monday 23rd December	PEARLS	
FULL ICP SCAN	Tuesday 10th December	Monday 23rd December		
5 DAY EXPRESS SERVICE - VALUATIONS				
5 DAY EXPRESS SERVICE	Our five day valuation express service will be offered up until Friday 16th December , however this will need to be booked in advance. Please call Customer Service on 0121 236 6951			

Our 1-hour Hallmarking Express Service will still be available up to 2pm on Monday 23rd December 2024 (subject to articles and volumes received).

All divisions will be open and trading up until 4pm Monday 23rd December 2024, when all will close for the Christmas festive period. All divisions will return to trade from 8:30am on Thursday 2nd January 2025.