



Hallmark of
The Goldsmiths' Company
since 1300



The
GOLDSMITHS'
Company

ASSAY OFFICE

Getting Your Items Hallmarked



With us, it's easy to get your items hallmarked. That's because we've made it so with our simple, 5-step process:

1. Register
2. Group items into same fineness
3. Complete hallnote
4. Deliver to the Goldsmiths' Company Assay Office
5. Payment

This document also contains useful information on packet progress and tracking, hints and tips plus guidance on what happens if an item fails.

Terms and Conditions

Terms and conditions have been set out for all our services and can be found at www.assayofficelondon.co.uk. Hard copies can be obtained by contacting us directly. Please refer to the terms and conditions before submitting your work.



GETTING YOUR ITEMS HALLMARKED

1. Registration

First you must register your unique sponsor's mark so that the items that you get hallmarked can be attributed to you or your company for generations to come.

A sponsor's mark comprises the initials of the person or company registering surrounded by a recognisable shield design. Each sponsor's mark is unique.

As part of the registration process, the right size and type of sponsor's punch for your work needs to be selected. They can be cut on two different shanks known as "straight" and "swan neck". The latter is required for marking the inside of rings but can usually also be used on other articles as well, making it the ideal choice if only one punch is to be ordered. The size of the punch is significant to the type of items to be hallmarked and choosing the correct size is paramount.

You can register your sponsor's mark online at www.assayofficelondon.co.uk.

Once registration is complete and the punch has been made articles can be submitted for hallmarking.

2. Group your items into the same fineness

3. Complete your hallnote

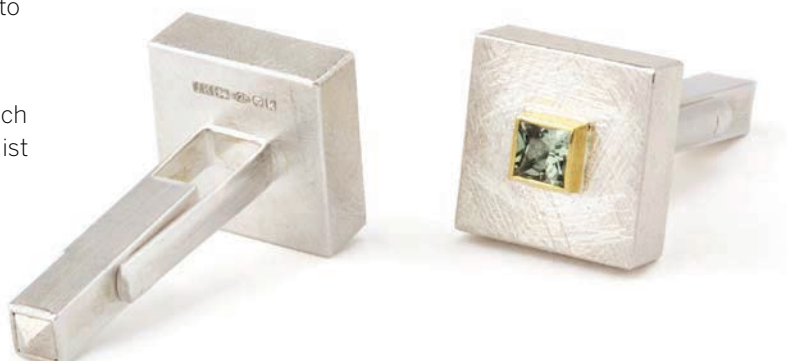
A hallnote needs to be completed for each packet of work with the same fineness. An example of a completed hallnote is shown with guidelines on page three:

- a.** The return address if different from the invoice address
- b.** Your Goldsmiths' Company Assay Office customer account number
- c.** The required level of compensation for Special Delivery postal returns. If not ticked, the highest level will be assumed
- d. & e.** Registered name and initials of the sponsor's mark required
- f.** Tick box to request the Goldsmiths' Company Assay Office to apply the sponsor's mark. Articles cannot be hallmarked unless the sponsor's mark has either been applied prior to submission or if the Assay Office is to apply it at the time of hallmarking
- g.** Tick box to indicate the fineness of the articles in the packet. A separate hallnote must be used for each fineness. If items are made of mixed metals please list each item detailing their individual fineness



- h.** Tick box to indicate the type of hallmark and level of service required (traditional UK marks and standard service will be applied unless specified)*
- i.** A description and the number of articles submitted in the packet. If product codes are used, the item description should also be included. Earrings and cufflinks should be shown as individual items not as a pair
- j.** Any special hallmarking requests, e.g. requests for laser hallmarking, specific requirements for position of marks etc.
- k.** State country of manufacture, sign and date
- l.** For the Goldsmiths' Company Assay Office use only

* See item 4. for further information on priority services.



4. Deliver your items to the Goldsmiths' Company Assay Office

The top three copies of the hallnote should be enclosed with the articles, in appropriate protective packaging, such that they are readily available when the packet is opened (the blue copy can be retained by the customer).

All component parts must be submitted where items are incomplete.

Turnaround for the standard hallmarking service is typically 3-4 working days.

We also offer these three priority services:

- 'Early Hall' where goods brought in one day are ready by the following day
- 'Same Day' where goods brought in by 10.00am are ready by 4.00pm the same day
- 'One Hour' service where up to five items are hallmarked within an hour

When using a priority service, 'Early Hall', 'Same Day' or '1 Hour' should be clearly marked on the outside of the packet in addition to ticking the appropriate box on the hallnote. This is particularly important for packets sent by post. If you do not tick one of the boxes, we will assume you require the standard service.

Please note, turnaround times may be longer during busy periods and restrictions may apply to the number of articles that may be submitted at any time for priority service.

Your packets can be submitted for hallmarking by post, courier or hand at our main office, at Goldsmiths' Hall, or by hand only at our Hatton Garden office.

Please note that it is the customer's responsibility to get packets to the Goldsmiths' Company Assay Office. Any charges for delivery of packets will not be accepted unless agreed in advance.

- Goldsmiths' Hall
Gutter Lane
London
EC2V 8AQ
8.00am-5.00pm, Monday to Friday
Closed Bank Holidays
- 17 Greville Street
Hatton Garden
London
EC1N 8SQ
9.00am-5.00pm, Monday to Friday
Closed Bank Holidays

We also have a convenient office at Heathrow that provides a premium through-packet hallmarking service, for importers and exporters. Use of this office is by prior arrangement. Please contact us for further information.

5. Payment

Pricing is structured on a per article basis but a minimum charge applies. Additional services and non-standard services command additional prices. The price list can be found on our website at www.assayofficelondon.co.uk.

An invoice for each packet processed is generated. For non-account customers, full payment must be made before the packet can be returned. (Accounts will be considered for customers with at least 2 years' trade with the Assay Office and after satisfactory references are taken up.)

Packets can be tracked and paid for on our secure website www.assayofficelondon.co.uk. Further information is available under 'Packet Tracking'.

Other payment methods available are cash, cheque or credit/debit card. For post customers: to prevent the delay of having to send in a cheque after hallmarking, a cheque can be sent in with the packet and hallnote. It may be made out for the full amount if this value can be calculated. To prevent the risk of miscalculation, the 'amount to pay box' and corresponding 'written amount to pay' section can be left blank with a 'not more than' plus estimate limit, e.g. 'not more than £50', written in the top or bottom left-hand corner. The correct amount will be filled in by the Goldsmiths' Company Assay Office Accounts Department.

All cheques should be made payable to 'The Goldsmiths' Company'.

Alternatively, please indicate on the hallnote that you would rather pay by card and we will contact you for the card details.



GETTING YOUR ITEMS HALLMARKED

Packet tracking

When a packet arrives at the Assay Office, it is immediately booked in and a ticket issued. The ticket contains a unique number which is issued to the packet (packet number) and an estimate of when the packet will be completed. The ticket is handed to customers bringing packets by hand to the counter. The ticket is retained for post and courier packets.

The status of any packet can be checked at any time on our secure website at www.assayofficelondon.co.uk. Customers who have registered their email address with the Goldsmiths' Company Assay Office will automatically receive an email confirming their packet is complete and ready for return. There is no charge for this service. Please note that the Goldsmiths' Company Assay Office email address relating to this service is automated and should not be used for enquiries.

If you are not already registered for online packet tracking, you can do so by emailing your account number and postcode to registration@assayofficelondon.co.uk.

Collection

Hallmarking packets will be returned in the same way that they were delivered unless otherwise stated, preferably on the hallnote.

Apart from packets returned by post it is the responsibility of the customer to collect or arrange collection of their packets from the Assay Office.

The ticket issued at the time of submission is required for collection of good from the counter.

Goods returned by post are sent by Royal Mail Special Delivery with the choice of three compensation levels:

- £500
- £1,000
- £2,500

The required level of cover should be indicated on the hallnote. Cost for return postage is included in the packet invoice.

Any charges for returned goods, other than by post, will not be accepted unless otherwise agreed in advance.

What happens if it fails?

The Goldsmiths' Company Assay Office is required to comply with UK and EU legislation if articles fail. Although this includes a right to destroy items, in practice we rarely do this.

With the variety of different finenesses available we can usually hallmark the item at a lower standard. If we cannot do this, or put on a legal mark, we will contact you.

If an item fails due to nonconforming component parts a fail notice will be returned with the packet. If any other significant issues arise the customer would be contacted before proceeding further.

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Hints and tips

Delivery from overseas using couriers

When sending in packets from overseas using couriers, such as DHL and FedEx, the 'sender pays box' must be ticked. If the box is left blank or the 'recipient pays box' is ticked packets may be rejected on delivery.

Additional hallnotes

Additional hallnotes can be ordered by telephone or collected from either Goldsmiths' Hall or Greville Street. Hallnotes are free but a small charge is made to cover postage.

Additional articles for sampling

Sampling is the removal of material for the assaying stage of the hallmarking process. While only a small quantity of material is removed and great care is taken to prevent noticeable evidence of material removal, the risk inevitably remains that the area sampled might be apparent. A way of minimising this risk is to enclose additional articles or to maintain casting sprues and other artefacts on materials such that any material removal can be concentrated on the additional articles/artefacts.

Use of the hallnote for other services

Contact details should always accompany requests for other, non-hallmarking services. The hallnote is an ideal vehicle to do this as it contains all of the key information required. Instructions should be written in the special requests box. Hallnotes are particularly useful for laboratory services.

For further information contact:

The Goldsmiths' Company Assay Office
Goldsmiths' Hall
Gutter Lane
London
EC2V 8AQ

T: 020 7606 8971

F: 020 7814 9353

info@assayofficelondon.co.uk

www.assayofficelondon.co.uk

Please refer to our Full Terms & Conditions which can be downloaded from our website at: www.assayofficelondon.co.uk

Marking articles with ink at the desired position of the hallmark

The Goldsmith's Company Assay Office recognises the power of the hallmark to help sell jewellery and silverware. It likes to work with its customers so that the position of the hallmark, within any legal constraints, is optimised. Marking the desired position with ink is an ideal way to do this.

Common problems and Assay Office responses

The most common problems that are dealt with are:

- Discrepancies between the actual number of articles sent in and the number indicated on the hallnote. If this problem occurs, a Discrepancy Note will be issued to the customer
- Failure of assay at the declared fineness. While assay offices reserve the right to destroy items not up to standard, this is a rare occurrence. Normally, the customer is contacted so that a satisfactory solution can be found. Often articles are marked at a lower fineness

Complaints

The Goldsmith's Company Assay Office runs a Quality System certified to International Standard ISO 9001:2008 and its laboratory is accredited to International Standard ISO 17025. A 'right first time' approach to satisfy its customers is adopted. Failure to meet customer expectation is taken very seriously. In the first instance, any complaint should be made by telephone to the Superintendent Assayer, within 14 days from the date that the articles left the assay office. If the problem continues to be unresolved, then a written complaint should be made to the Deputy Warden.

Please refer to our Terms and Conditions for further information.

For any further information about our complete range of services, please get in touch. We'd be happy to hear from you.



Certificate Number 3344
ISO 9001

0858

The Goldsmiths' Company Assay Office is accredited to international standard ISO 17025:2005 for a range of tests. The full schedule can be found in the Useful Downloads section of our website.