

TERMS & CONDITIONS

1. General

- 1.1. Goods are dealt with at "Owners Risk," and no responsibility from whatever cause arising is accepted in respect thereof.
- 1.2. The Assay Office will not accept responsibility for parcels once they have been collected and removed from the Receiving Hatch.

2. Submission of parcels

- 2.1. All articles must be contained in a secure box or container.
- 2.2. All the parts which form an article must be included in the parcel.
- 2.3. Articles must be separated and packaged by metal and fineness and must be clearly labelled.
- 2.4. When submitting parcels of "Dog Tags" (Minimum length - 35mm, minimum width - 13mm) they should be accompanied by a separate work docket and not included on a work docket with other articles.
- 2.5. All Home Work must be clean and free from surface impurities and thoroughly pickled (i.e. free from investment powder or fire stain, spinning oil, etc.) before being submitted.
- 2.6. Articles in Home Work parcels must be submitted with sufficient scrap/sprues for the purpose of sampling.
- 2.7. When parcels are delivered by courier or registered post, the Assay Office does not accept responsibility for parcels prior to an authorised staff member signing for their receipt.
- 2.8. It is recommended that parcels are dispatched to us by registered post and insured.
- 2.9. Articles submitted without a declared fineness will incur additional charges.
- 2.10. All Home Work parcels must be accompanied by two copies of the Assay Docket correctly completed as to fineness, description, weight, quantity, etc and the Declaration must be signed. Incorrectly completed dockets or labelling of articles may incur additional charges.
- 2.11. All Imported parcels should be accompanied by the suppliers' original invoice or similar document and clearly show the sender's name, contents, value, and be addressed as follows:
ASSAY MASTER, ASSAY OFFICE, DUBLIN CASTLE DUBLIN 2 (for the A/c [insert customer's name]).
- 2.12. Home manufactured articles assayed and found not to be of the declared standard of fineness are, at the option of the customer, marked down to the next lower standard or returned to the customer broken/defaced and are charged as articles assayed and hallmarked. This may incur additional charges.
- 2.13. Foreign manufacture articles assayed and found not to be of the declared standard of fineness are, at the option of the customer, marked down to the next lower standard or re-exported to the country of origin. The sponsor/importer will be charged examination fees dependent on the account of testing undertaken together with all costs associated with the returned of the articles to the original consignor.

3. Collection of Parcels

- 3.1. Persons collecting parcels must be authorised by their employer and in possession of identification.
- 3.2. It is the customers' responsibility to ensure that the Assay Office is notified of any changed to standard collection procedures. As where there is any doubt, parcels will be retained until clarification is received. This may delay returning articles to the customer.
- 3.3. In the case of collection by courier, the Assay Office can give the customer a unique collection number which must be provided to secure release the parcel(s).

4. Customs Clearance

- 4.1. The Assay Office provides a customs clearance service. Where this service is engaged, original invoices and status documents, including airway bill, required to process the clearance, must be sent by email direct to this office at hallmark@assay.ie. A customs entry must be made on arrival of the articles at the port of entry and cannot be made unless these documents are made available.
- 4.2. All remittances DUTY and/or VAT on consignments being cleared by the Assay Office, must be in the form of electronic funds transfer to the 'ASVAT A/C'.

5. Terms of payment

- 5.1. All charges in respect of assay and hallmark must be paid in full before work is released. Payment can be made by cash, electronic funds transfer and credit/debit card subject to a limit on the amount (card charges may apply). Cheques are not accepted.
- 5.2. The Company operates a **deposit account scheme** designed to facilitate customers who submit parcels for assay and hallmarking daily or frequently. It eliminates the necessity of ensuring individual payments before collection of parcels.

Customers can apply in writing to the Assay Master to open a deposit account and agreeing to abide by the following conditions:

- a. Deposit accounts should be opened with sufficient funds to discharge the invoices anticipated to be generated over the following four week period. The amount of the initial deposit will be agreed with the Assay Master but a minimum deposit of €300 applies.

- b. All invoices issued will be posted to the account and deducted from the balance available.
- c. When the balance available in the account reduces below €50, the customer is required to make a further deposit sufficient to discharge the invoices anticipated to be generated over the following four week period with a minimum deposit of €300 applying.
- d. All deposit account holders are issued with monthly statements setting out the transactions for that month.
- e. A customer can withdraw from the scheme at any time and will revert to individual payments in full prior to collection.
- f. A customer is automatically removed from the scheme if deposits are not lodged to maintain sufficient funds to discharge the invoices anticipated to be generated over the following four week period with a minimum deposit of €300 applying and will revert to individual payments in full prior to collection.

The Assay Master reserves the right to accept or reject an applicant for inclusion in the scheme.