



IMPORTANT CHRISTMAS TRADING INFORMATION 2025

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 Tuesday 23rd December 2025**. We'll re-open our doors from 8:30am on **Monday 5th January 2026**. 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/DISPATCHED ON
HALLMARKING	Thursday 18th Dec	Tuesday 23rd Dec
LASER MARKING	Thursday 18th Dec	Tuesday 23rd Dec
ANALYTICAL LAB	Friday 5th Dec	Tuesday 23rd Dec
GEM LAB	Friday 12th Dec	Tuesday 23rd Dec
VALUATIONS	Wednesday 10th Dec	Tuesday 23rd Dec
NEXT DAY SERVICE		
	RECEIVED BY (9.30AM)	COMPLETED BY (9.30AM) /DISPATCHED ON
HALLMARKING	Monday 22nd Dec	Tuesday 23rd Dec
LASER MARKING	Monday 22nd Dec	Tuesday 23rd Dec
SAME DAY SERVICE		
	RECEIVED BY (9.30AM)	COMPLETED BY (3.30PM) /DISPATCHED ON
HALLMARKING	Tuesday 23rd Dec	Tuesday 23rd Dec
LASER MARKING	Tuesday 23rd Dec	Tuesday 23rd Dec

EXCEPTIONS

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

STANDARD SERVICE - ANALYTICAL LAB		
	RECEIVED BY (12 NOON)	REPORTED ON
FULL NICKEL TEST	Monday 8th December	Tuesday 23rd December
ANCHORCERT PROTECT 1 & 2	Tuesday 2nd December	Tuesday 23rd December
LEAD & CADMIUM	Monday 15th December	Tuesday 23rd December
FULL ICP SCAN	Monday 8th December	Tuesday 23rd December

STANDARD SERVICE - GEM LAB	
COLOURED DIAMONDS	Due to the variety of stones and service requirements, please call Customer Service on 0121 236 6951 to discuss your specific requirements
GEMSTONES	
PEARLS	

5 DAY EXPRESS SERVICE - VALUATIONS	
5 DAY EXPRESS SERVICE	Our five day valuation express service will be offered up until Tuesday 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 Tuesday 23rd December 2025 (subject to articles and volumes received).

All divisions will be open and trading up until 4pm Tuesday 23rd December 2025, when all will close for the Christmas festive period. All divisions will return to trade from 8:30am on Monday 5th January 2026.