

GOLD AND JEWELLERY SHOPS

VOLUNTARY INSPECTION AND CERTIFICATION SERVICE INITIATIVE

1. Introduction

This service initiative is being introduced by the Dubai Central Laboratory Department - Products Conformity Assessment Section (DCLD-PCAS) to provide a hassle-free mechanism that will enable Dubai Gold and Jewellery Shops to obtain an Independent 3rd Party Test Report or Conformity Certificate for their jewellery items (precious metals and precious stones).

This initiative is purely voluntary and is suitable for Jewellery Shops that wants to enhance the value of their jewellery and precious stones items by having them tested and/or certified by DCLD Gemstones and Precious Metals Laboratory (DCLD-GPML).

2. Brief Description of the Service

2.1 Jewellery shops that wants to avail of this service shall, on regular basis, submit request to DCLD to allow Inspectors of DCLD-PCAS to select samples from the shops for the purpose of testing and certification;

2.2 Inspectors shall prepare all the necessary paper works for the selected samples in order to facilitate submission of the sample to the DCLD-GPML.

2.3 The Jewellery shop shall make arrangements with an authorized security transport company for the transport of the selected jewellery items to and from the DCLD-GPML.

2.4 In coordination with DCLD-PCAS, DCLD-GPML shall carry out the testing of the selected samples and issue appropriate Test Reports and Certificates.

2.5 DCLD-PCAS shall collect the Test Reports/Certificates from the DCLD-GPML and arrange to deliver it to the Jewellery Shop.

2.6 The fees for inspection, sampling, testing and certification of the selected jewellery items shall be shouldered by the jewellery shop and paid through on-line payment system.

3. Service Level Agreement

The Jewellery Shop that wants to avail of this service shall enter into a Service Level Agreement (SLA) with the Product Conformity Assessment Section – Dubai Central Laboratory Department (PCAS-DCLD). The SLA shall include the following provisions:

- 3.1 Duration - The duration of the agreement shall be one year subject to annual renewal as agreed by both parties;
- 3.2 Frequency of Sampling - DCLD-PCAS Inspectors shall be carry out sample collection at least once per month;
- 3.3 Number of Samples - Jewellery shop and DCLD-PCAS shall agree on the number of samples to be collected during each visit to the shop;
- 3.4 Fees - The fees to be paid by the Jewellery shop are as follows:
 - a. Inspection and sampling fee (including travel charges) to be paid to DCLD-PCAS;
 - b. Jewellery items transportation fees (to be paid to Security Transport Co.);
 - c. Testing and certification fee to be paid to DCLD-GPML).
- 3.5 Payment of fees - In order to facilitate and expedite the processing of requests for inspection, sampling, testing and certification, DCLD provide facility for on-line payment.

4. Flowchart of the Process

(Please see Annex 1)

Annex 1 - Flowchart

