



# LVT FLOORING WARRANTY

THE ABADI GROUP

This General Limited Warranty applies to all TAG Luxury Vinyl Tile (LVT) and Stone Polymer Composite (SPC) flooring products, across all formats, sizes, constructions, wear layers, and thicknesses. Warranty coverage varies depending on product type and intended use.

## 1. WARRANTY COVERAGE

### 1.1 WEAR LAYER – WEAR RESISTANCE

TAG warrants that its LVT and SPC flooring products will not wear through to the printed design layer under normal residential or commercial use within the warranty periods listed below.

#### LVT

- Residential Warranty: 15–25 years
- Commercial Warranty: 5–10 years
- Water Resistance: water-resistant, not waterproof

#### SPC

- Residential Warranty: 25–30 years
- Commercial Warranty: 10 years
- Waterproof Warranty: 100% waterproof rigid core

### 1.2 MANUFACTURING DEFECTS

TAG warrants its LVT and SPC products to be free from manufacturing defects including delamination, structural instability, surface coating irregularities, and click-system failure (for floating products).

If a defect is identified:

- Within 1 year of purchase: Full product replacement.
- After 1 year: Prorated material replacement.

Labor reimbursement is not included unless TAG approves it in writing.

Pre-installation inspection:

All flooring materials must be inspected before installation. Any defect identified prior to installation will be replaced immediately and at no product cost. Installation of material with visible defects constitutes acceptance and is not covered under this warranty.

Post-installation reporting:

If a defect is identified after installation, the customer must notify TAG or the authorized dealer promptly so that an inspection can be conducted to determine whether the condition qualifies as a manufacturing defect.

### 1.3 STAIN AND CHEMICAL RESISTANCE

TAG flooring is resistant to:

- Food & beverage stains
- Light household chemicals
- Dirt transfer from daily traffic

Not covered: inks, dyes, solvents, adhesives, nail polish, industrial chemicals, or substances left on the surface for extended periods.

### 1.4 DIMENSIONAL STABILITY & ADHESION

TAG warrants that LVT & SPC products will maintain dimensional stability when installed according to guidelines.

Covers:

- Excessive shrinking/expansion
- Curling, cupping, bubbling due to product failure
- Click joint separation caused by product defect

Does NOT cover:

moisture intrusion, uneven subfloors, improper adhesives, improper preparation.

### 1.5 INDOOR AIR QUALITY & SAFETY COMPLIANCE

TAG products meet recognized VOC emission standards.

Warranty is void if flooring is exposed to hazardous or abnormal conditions.

## 1.6 MOISTURE & WATER EXPOSURE

### LVT

Water-resistant, not waterproof.

Damage from standing water, flooding, plumbing leaks, or long-term moisture exposure is not covered.

### SPC

Rigid core is 100% waterproof, meaning the core will not swell or warp from water exposure.

This does not cover:

- Damage from prolonged standing water
- Mold or mildew resulting from improper clean-up

### Important Notice:

Although SPC is marketed as “waterproof,” this term refers only to the material composition of the core. It does not imply that the installed floor system is immune to water-related damage. Proper maintenance, immediate spill clean-up, and avoidance of standing water are essential to preserve product performance and warranty eligibility.

## 2. WARRANTY EXCLUSIONS

This warranty does NOT cover any issues resulting from the following:

### 2.1 IMPROPER INSTALLATION

Not covered:

- Failure to follow TAG’s installation guidelines
- Lack of proper acclimation
- Incorrect adhesives or underlayments
- Installation over unstable, contaminated, or wet substrates
- Installing planks with visible defects

### 2.2 PHYSICAL DAMAGE

Not covered:

- Scratches, dents, chips, gouges
- Damage from pets
- Indentations from heavy furniture without proper glides
- Damage from rolling loads without protection

### 2.3 ENVIRONMENTAL & TEMPERATURE DAMAGE

Not covered if flooring is exposed to:

- Temps below 50°F (10°C) or above 104°F (40°C)
- Extreme humidity
- Excessive sunlight

### 2.4 APPEARANCE & AESTHETIC CLAIMS

Not covered:

- Minor color variations
- Gloss changes
- Normal aging
- Differences caused by lighting

### 2.5 APPEARANCE & AESTHETIC CLAIMS

Not covered:

- Minor shading or color variations between planks or batches
- Gloss changes or surface dulling
- Natural aging or patina development
- Effects caused by lighting differences

### 3. CLAIM PROCEDURE

To file a warranty claim, the customer must:

#### 3.1 PROVIDE REQUIRED DOCUMENTATION

Customer must provide:

- Proof of purchase
- Installation details
- Photos & written description
- Environmental/subfloor reports if moisture is suspected

TAG may:

- Conduct site inspections
- Request material samples
- Review installation & maintenance practices

### 4. LIMITATION OF LIABILITY

If TAG confirms a claim, TAG will:

- Provide replacement material
- Offer prorated credit when applicable

TAG does NOT cover:

- Labor removal/installation
- Moving furniture or appliances
- Temporary lodging
- Damage to surrounding finishes
- Warranty is valid only for the original purchaser and first installation.

### 5. WARRANTY APPLICABILITY

Warranty applies only when:

- Product is installed indoors in climate-controlled conditions
- TAG installation guidelines are followed
- Approved maintenance is used
- Purchase proof is retained

This warranty applies to all TAG LVT & SPC flooring collections, covering all constructions, thicknesses, wear layers, plank sizes, and installation formats.

Warranty coverage and performance may vary depending on product selection and project conditions. For best results, always refer to TAG's installation and maintenance guidelines. TAG reserves the right to revise warranty terms as product technologies evolve.



INNOVATIVE | INTERIOR | CONSTRUCTION

At TAG, we collaborate with developers, architects, and designers to create spaces that stand the test of time. Our approach focuses on selecting high-quality materials that combine design, functionality, and aesthetics for residential, commercial, and hospitality projects. Every detail matters, and our expertise allows us to provide solutions that elevate the architectural experience in every environment.



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