



ENGINEERED HARDWOOD FLOORING
WARRANTY

THE ABADI GROUP

This General Limited Warranty applies to all TAG Engineered Hardwood Flooring products, across all formats, sizes, constructions, finishes, plank dimensions, veneer thicknesses, and installation methods. Warranty coverage may vary depending on the product type, finish, intended use, and project conditions.

1. WARRANTY COVERAGE

1.1 STRUCTURAL WARRANTY

TAG warrants that its Engineered Hardwood Flooring products will be free from manufacturing defects that affect the structural integrity of the product under normal residential or commercial use and when installed according to TAG's installation guidelines.

Covered structural issues may include:

- Delamination caused by manufacturing defect
- Separation of product layers caused by manufacturing defect
- Structural instability of the core caused by product failure
- Excessive manufacturing-related warping or twisting prior to installation

Warranty Period:

- Residential Warranty: 15–20 years
- Commercial Warranty: 5–10 years

Warranty coverage does not apply to damage caused by improper installation, jobsite conditions, moisture exposure, lack of acclimation, improper maintenance, or misuse.

1.2 FINISH WEAR WARRANTY

TAG warrants that the factory-applied finish will not wear through to bare wood under normal use within the applicable warranty period.

Finish wear means complete removal of the protective finish layer in a visible area of the floor. Gloss reduction, surface scratches, dents, fading, changes in sheen, or normal wear patterns are not considered finish wear-through.

Warranty Period:

- Residential Finish Warranty: 15–25 years
- Commercial Finish Warranty: 3–5 years

The finish warranty applies only when the flooring is properly maintained using approved cleaning products and methods.

1.3 MANUFACTURING DEFECTS

TAG warrants its Engineered Hardwood Flooring products to be free from visible manufacturing defects at the time of delivery.

Examples may include:

- Major milling defects
- Incorrect profiling
- Visible finish defects beyond normal industry tolerance
- Defective tongue-and-groove or locking profile
- Product delamination caused by manufacturing defect

Pre-installation inspection:

All flooring materials must be inspected before installation. Wood is a natural material and variation in color, grain, tone, knots, mineral streaks, and texture is expected.

Any material with visible defects must not be installed. Installation of material with visible defects constitutes acceptance and is not covered under this warranty.

If a defect is identified:

- Before installation: TAG may replace defective material at no product cost.
- After installation: TAG may inspect the claim to determine whether the condition qualifies as a manufacturing defect.

Labor reimbursement is not included unless TAG approves it in writing prior to any corrective work.

1.4 NATURAL WOOD CHARACTERISTICS

Engineered Hardwood Flooring is made with real wood. Natural variations are part of the material and are not considered defects.

Natural characteristics may include:

- Color and tone variation
- Grain variation
- Knots, mineral streaks, and natural markings
- Texture variation
- Plank-to-plank shade differences
- Color change due to aging, oxidation, or UV exposure

These characteristics are inherent to real wood flooring and are not covered under this warranty.

1.5 DIMENSIONAL STABILITY

TAG warrants that its Engineered Hardwood Flooring will maintain reasonable dimensional stability when installed in proper interior, climate-controlled conditions and in accordance with TAG's installation guidelines.

Covered only if caused by product manufacturing failure:

- Excessive delamination
- Manufacturing-related plank separation
- Product instability unrelated to installation or environmental conditions

Not covered:

- Expansion or contraction caused by humidity changes
- Seasonal gapping
- Cupping, crowning, buckling, swelling, or warping caused by moisture
- Movement caused by improper acclimation
- Movement caused by improper subfloor preparation
- Movement caused by radiant heat systems not approved or not properly controlled

Engineered wood is hygroscopic, meaning it naturally reacts to changes in moisture and humidity. Minor expansion and contraction are normal and are not considered defects.

1.6 MOISTURE, HUMIDITY & WATER EXPOSURE

Engineered Hardwood Flooring is not waterproof.

The product must be installed only in dry, interior, climate-controlled spaces. It must not be exposed to standing water, flooding, plumbing leaks, excessive moisture, wet mopping, steam cleaning, or long-term humidity imbalance.

Required interior conditions:

- Temperature must be maintained between 60°F and 80°F
- Relative humidity must be maintained between 35% and 55%
- HVAC must be operational before, during, and after installation
- Flooring must be properly acclimated before installation

Not covered:

- Damage from standing water or spills left unattended
- Damage from wet mopping or steam cleaning
- Damage from leaks, floods, or plumbing failures
- Mold or mildew caused by moisture
- Cupping, crowning, buckling, swelling, cracking, checking, or gapping caused by moisture or humidity imbalance
- Damage caused by installation over wet or improperly tested subfloors

Important Notice:

Because Engineered Hardwood Flooring contains real wood, moisture control is essential. Failure to maintain proper site conditions before, during, and after installation will void the warranty.

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
- Installation before HVAC is operational
- Installation over wet, uneven, contaminated, unstable, or improperly prepared substrates
- Failure to perform required moisture testing
- Incorrect adhesive, underlayment, fasteners, or installation method
- Incorrect expansion gaps
- Installation of planks with visible defects
- Installation in areas not suitable for wood flooring

2.2 PHYSICAL DAMAGE

Not covered:

- Scratches, dents, chips, gouges, scuffs, or abrasions
- Damage from pets, claws, urine, or accidents
- Damage from high heels, sharp objects, stones, sand, or debris
- Indentations from heavy furniture or appliances
- Damage from rolling loads, office chairs, carts, or casters without proper protection
- Damage caused by dragging furniture or equipment across the floor
- Burns, cuts, impact damage, or abuse

2.3 ENVIRONMENTAL & TEMPERATURE DAMAGE

Not covered if flooring is exposed to:

- Temperatures below 60°F or above 80°F
- Relative humidity below 35% or above 55%
- Excessive sunlight or UV exposure
- Excessive heat or direct heat sources
- Lack of climate control
- Jobsite conditions outside approved ranges
- Long-term vacancy without HVAC control

Damage caused by environmental conditions is not considered a product defect.

2.4 APPEARANCE & AESTHETIC CLAIMS

Not covered:

- Natural color variation
- Grain, knot, mineral streak, or texture variation
- Shade differences between planks or batches
- Gloss changes or surface dulling
- Normal aging or patina development
- Color change caused by sunlight, rugs, furniture, or oxidation
- Differences caused by lighting conditions
- Minor milling or finish variations within industry standards

Wood flooring is a natural product. Visual variation is expected and is part of the intended appearance.

2.5 MAINTENANCE-RELATED DAMAGE

Not covered:

- Use of wet mops, steam mops, waxes, oils, polishes, abrasive cleaners, or harsh chemicals
- Use of non-approved cleaning products
- Failure to clean spills immediately
- Lack of floor protection in high-traffic areas
- Failure to use felt pads, walk-off mats, or proper furniture protection
- Damage caused by sand, grit, or debris
- Damage caused by improper cleaning equipment

Only maintenance methods recommended by TAG should be used.

2.6 SUBFLOOR & JOBSITE CONDITIONS

Not covered:

- Moisture vapor emissions from concrete slabs
- Moisture from crawl spaces, basements, or surrounding construction
- Uneven or structurally unsound subfloors
- Contaminated substrates
- Improper leveling compounds or primers
- Failure to document subfloor moisture readings
- Installation before the building is fully enclosed and conditioned

The installer and/or contractor is responsible for verifying that jobsite and subfloor conditions are suitable prior to installation.

3. CLAIM PROCEDURE

To file a warranty claim, the customer must:

3.1 PROVIDE REQUIRED DOCUMENTATION

Customer must provide:

- Proof of purchase
- Product information and batch number, if available
- Installation date and installation method
- Installation details and installer information
- Photos and written description of the issue
- Maintenance history
- Interior temperature and humidity records, if requested
- Subfloor moisture reports, if moisture is suspected
- Jobsite condition reports, if requested

TAG may:

- Conduct site inspections
- Request material samples
- Review installation practices
- Review maintenance practices
- Request environmental or subfloor testing

Failure to provide required documentation may result in claim denial.

4. LIMITATION OF LIABILITY

If TAG confirms a valid warranty claim, TAG may, at its discretion:

- Provide replacement material
- Offer prorated material credit when applicable
- Recommend repair or replacement of the affected area

TAG does NOT cover:

- Labor for removal or installation
- Moving furniture, appliances, or fixtures
- Demolition or disposal costs
- Temporary lodging or business interruption
- Damage to surrounding finishes
- Loss of time, inconvenience, or incidental costs
- Any costs not approved by TAG in writing prior to corrective work

This warranty is limited to the original purchaser and the first installation only. It is not transferable.

5. WARRANTY APPLICABILITY

Warranty applies only when:

- Product is installed indoors in approved areas
- Product is installed in climate-controlled conditions
- TAG installation guidelines are followed
- Proper acclimation is completed
- Required moisture testing is performed and documented
- Approved maintenance methods are used
- Purchase proof is retained
- Flooring is used for its intended purpose

This warranty applies to all TAG Engineered Hardwood Flooring collections, covering all constructions, veneer thicknesses, finishes, plank sizes, and installation formats, unless otherwise specified in writing.

Warranty coverage and performance may vary depending on product selection, site conditions, installation quality, maintenance, and use. For best results, always refer to TAG's installation and maintenance guidelines.

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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