



ENGINEERED SURFACES WARRANTY

THE ABADI GROUP

This Limited Product Warranty applies to TAG Engineered Surfaces products supplied by The Abadi Group, including TFL, HPL, laminate panels, melamine-faced panels, decorative engineered panels, wood-look surfaces, matte solid colors, stone-look finishes, and related interior surface materials.

This warranty is limited to verified manufacturing defects only. It does not cover damage, failure, appearance changes, or performance issues caused by installation, fabrication, jobsite conditions, improper handling, moisture, heat, misuse, inadequate maintenance, environmental exposure, normal wear, or use outside the approved application.

1. WARRANTY COVERAGE

1.1 PRODUCT WARRANTY

TAG warrants that its Engineered Surfaces products will be free from manufacturing defects that materially affect the product's intended use, appearance, or structural integrity at the time of delivery.

Covered manufacturing defects may include:

- Factory bonding failure
- Delamination caused by a manufacturing defect
- Major surface separation caused by a manufacturing defect
- Incorrect product construction or assembly
- Visible factory finish defects beyond accepted industry tolerance
- Dimensional defects outside approved specifications

This warranty applies only when the product is properly stored, handled, fabricated, installed, and maintained according to TAG guidelines.

1.2 WARRANTY PERIOD

Unless otherwise stated in writing by TAG, the warranty period is:

- Residential applications: 5 years
- Commercial applications: 3 years
- Factory-applied finish: 2 years

The warranty period begins on the original date of delivery or purchase, whichever occurs first.

1.3 CONDITIONS OF COVERAGE

Warranty coverage applies only when:

- Product is used for its intended interior application
- Product is installed in a dry, enclosed, climate-controlled space
- Product is inspected before fabrication or installation
- Site and substrate conditions are suitable before installation
- Fabrication and installation are performed by qualified personnel using approved methods
- Product is maintained according to TAG recommendations
- Any visible issue is reported before fabrication or installation

Fabrication, cutting, installation, or use of the product constitutes acceptance of visible condition, color, finish, dimensions, pattern, texture, and overall appearance.

2. PRODUCT CHARACTERISTICS

2.1 NATURAL & VISUAL VARIATION

TAG Engineered Surfaces may include TFL, HPL, laminate, melamine, decorative papers, overlays, adhesives, composite cores, edge treatments, matte finishes, wood-look patterns, solid colors, and stone-look visuals.

Natural and manufacturing variations are expected and are not considered defects.

Not covered:

- Color, tone, grain, texture, or pattern variation
- Shade differences between samples, panels, batches, photos, or renderings
- Minor surface, finish, gloss, or texture variation
- Normal aging, wear, patina, or color change over time
- Differences caused by lighting, viewing angle, or surrounding finishes
- Pattern alignment, grain direction, or repeat variation within industry standards
- Visible seams, joints, edges, transitions, or panel alignment within industry standards

These characteristics are inherent to decorative engineered surfaces and do not qualify as manufacturing defects.

2.2 PRODUCT PERFORMANCE

TAG Engineered Surfaces are designed for decorative interior applications such as cabinetry, millwork, wall panels, shelving, furniture components, built-ins, doors, and related interior surfaces when properly specified, fabricated, installed, and maintained.

TAG does not guarantee scratch-proof, stain-proof, heat-proof, waterproof, impact-proof, UV-proof, or chemical-proof performance unless expressly confirmed in writing by TAG for the specific product and project.

Actual performance may vary depending on product selection, finish, core, fabrication, edge treatment, installation method, cleaning practices, use, exposure, and site conditions.

3. SITE, MOISTURE & INSTALLATION CONDITIONS

3.1 INTERIOR USE ONLY

TAG Engineered Surfaces are intended for dry interior use only unless otherwise approved in writing by TAG. They are not waterproof and must not be exposed to exterior conditions, standing water, leaks, flooding, steam, excessive humidity, direct heat, or prolonged moisture.

Required conditions include:

- Interior, enclosed installation area
- Stable temperature and humidity
- Proper HVAC operation before, during, and after installation
- Dry, clean, flat, and structurally sound substrates
- Proper acclimation when required
- Protection from water, heat, sunlight, dust, construction debris, and jobsite damage

TAG is not responsible for damage caused by uncontrolled environmental or jobsite conditions.

3.2 FABRICATION & INSTALLATION RESPONSIBILITY

The customer, contractor, fabricator, and/or installer are responsible for verifying product condition, quantity, color, finish, dimensions, pattern, substrate suitability, edge details, and site conditions before fabrication or installation.

TAG is not responsible for:

- Improper fabrication or installation
- Installation by unqualified personnel
- Failure to follow TAG guidelines
- Incorrect adhesives, fasteners, tools, hardware, or methods
- Installation over unsuitable, damp, uneven, or unstable substrates
- Improper cutting, routing, drilling, edging, sealing, or trimming
- Installation or fabrication of material with visible defects

Products with visible concerns must not be fabricated or installed. Fabricated or installed material is considered accepted.

4. WARRANTY EXCLUSIONS

4.1 NOT COVERED

This warranty does not cover damage, failure, cost, or claim caused by:

- Improper storage, handling, transportation, fabrication, installation, or acclimation
- Scratches, dents, chips, gouges, scuffs, stains, burns, abrasions, or impact damage
- Damage caused by tools, furniture, equipment, construction activity, or third parties
- Exposure to water, leaks, flooding, humidity, steam, heat, sunlight, UV, or exterior conditions
- Installation in wet, damp, exterior, or non-climate-controlled areas
- Use as flooring, shower surface, exterior cladding, or heavy-use countertop unless approved in writing
- Building movement, substrate failure, cabinet movement, or unsuitable jobsite conditions
- Harsh chemicals, abrasive cleaners, solvents, steam cleaners, waxes, oils, or excessive moisture during cleaning
- Lack of maintenance or failure to remove spills, dust, debris, adhesive, or construction residue
- Normal wear and tear or cosmetic changes over time
- Edge swelling, seam opening, staining, or damage caused by moisture, heat, impact, or improper sealing
- Field cutting, modification, repair, relocation, or reinstallation not approved by TAG in writing

Any condition caused by fabrication, installation, site conditions, maintenance, misuse, environmental exposure, or work performed by others is not considered a product defect.

5. CLAIM PROCEDURE

5.1 REQUIRED DOCUMENTATION

Warranty claims must be submitted in writing to TAG with supporting documentation, which may include:

- Proof of purchase
- Project name and product details
- Photos or videos of the claimed issue
- Installation or fabrication date and method
- Maintenance history
- Site condition records, if requested
- Temperature, humidity, or substrate documentation, if requested

Failure to provide required documentation may result in claim denial.

5.2 TAG REVIEW

TAG reserves the right to inspect the product, request samples, review fabrication and installation conditions, evaluate maintenance practices, and determine whether the claim qualifies as a covered manufacturing defect.

TAG's determination regarding warranty eligibility shall be final.

6. LIMITED REMEDY & LIABILITY

6.1 APPROVED CLAIMS

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

- Provide replacement material
- Provide repair instructions
- Recommend corrective action
- Issue credit for the affected material only

TAG's responsibility is limited exclusively to the confirmed defective product area.

6.2 COSTS NOT COVERED

TAG does not cover:

- Labor for removal or reinstallation
- Fabrication or installation labor
- Field measurements, cutting, edging, layout, or adjustment costs
- Moving furniture, equipment, fixtures, appliances, millwork, or finishes
- Demolition, disposal, cleaning, or temporary protection
- Damage to surrounding cabinets, walls, ceilings, floors, finishes, fixtures, or equipment
- Loss of use, project delay, business interruption, inconvenience, or incidental costs
- Shipping, handling, access, or transportation costs unless approved in writing
- Any cost not approved by TAG in writing before corrective work begins

This warranty provides the sole and exclusive remedy for covered product defects.

6.3 LIMITATION OF LIABILITY

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

To the fullest extent permitted by law, TAG shall not be liable for indirect, incidental, consequential, special, punitive, delay-related, or economic damages.

TAG disclaims all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, except where prohibited by applicable law.

TAG reserves the right to revise, update, discontinue, or modify products, finishes, specifications, and warranty terms at any time without prior notice.

Warranty coverage and performance may vary depending on product selection, finish, core, fabrication, installation, edge treatment, site conditions, maintenance, and use. For best results, always refer to TAG's installation, fabrication, 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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