



METAL WARRANTY

THE ABADI GROUP

This General Limited Warranty applies to all TAG Metal Collection products, including metal finishes, decorative metal panels, decorative metal mesh, textures, perforated formats, brushed finishes, polished finishes, aged finishes, colors, thicknesses, formats, applications, and fabrication methods.

1. WARRANTY COVERAGE

1.1 PRODUCT INTEGRITY WARRANTY

TAG warrants that its Metal Collection products will be free from manufacturing-related defects present at the time of delivery.

Covered issues may include:

- Manufacturing-related deformation present before installation
- Material separation, delamination, or coating failure caused by manufacturing defect, if applicable
- Structural instability unrelated to installation, fabrication, handling, or jobsite conditions
- Major manufacturing defects that affect the usability of the product
- Incorrect product, finish, pattern, perforation, mesh, or panel type supplied, when verified against the approved order or submittal
- Abnormal thickness, texture, pattern, or finish variation beyond approved production tolerance
- Product cracks, splits, voids, or structural defects caused by manufacturing failure

Warranty Period:

- Residential Warranty: 10 years
- Commercial Warranty: 5 years

Warranty coverage does not apply to damage caused by improper fabrication, incorrect installation, inadequate support, jobsite conditions, moisture exposure, corrosion, chemical exposure, UV exposure, impact, misuse, improper maintenance, or use outside the approved application.

1.2 FINISH PERFORMANCE

TAG warrants that the finish will perform as intended under normal interior use when the product is properly installed, protected, cleaned, and maintained.

TAG Metal Collection products are designed for refined architectural and decorative applications; however, they are not scratch-proof, dent-proof, corrosion-proof, tarnish-proof, stain-proof, chemical-proof, UV-proof, or damage-proof.

Covered finish issues may include:

- Manufacturing-related surface or finish defects visible prior to installation
- Abnormal finish inconsistency beyond approved tolerance
- Factory-related discoloration unrelated to maintenance, moisture, UV exposure, chemical exposure, oxidation, or misuse
- Coating or finish failure caused by confirmed manufacturing defect
- Material defects that prevent normal use of the surface

Finish performance coverage applies only when the material is maintained using TAG-approved cleaning products and methods.

1.3 PRE-INSTALLATION INSPECTION

TAG warrants its Metal Collection products to be free from visible manufacturing defects at the time of delivery.

Examples may include:

- Major color, finish, texture, or pattern defects beyond standard production tolerance
- Abnormal thickness variation beyond approved tolerance
- Incorrect finish, perforation, mesh, or panel pattern supplied
- Visible surface defects beyond normal industry standards
- Product cracks, splits, voids, or structural defects caused by manufacturing failure
- Manufacturing-related defects that affect the usability of the product

Pre-installation inspection:

All materials must be inspected before fabrication and installation. Metal materials may contain visual movement, tonal variation, brushing direction, reflectivity differences, patina variation, texture variation, perforation variation, and batch-to-batch shade differences.

These characteristics are part of the intended appearance and are not considered defects.

Any material with visible defects must not be fabricated or installed. Fabrication or 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 APPEARANCE & MATERIAL CHARACTERISTICS

TAG Metal Collection products are designed to provide refined aesthetics with durable decorative performance. Visual variation is expected and is not considered a defect.

Normal material characteristics may include:

- Color and tone variation
- Natural patina, oxidation, tarnish, or aging of metal finishes
- Shade differences between batches, panels, sheets, or components
- Differences between samples, images, renderings, and installed material
- Directional brushing, polishing, or texture variation
- Reflectivity differences depending on light, angle, or surrounding materials
- Surface movement, waviness, or minor finish variation within industry standards
- Slight variation in perforated, mesh, aged, brushed, or polished finishes
- Visible seams, joints, transitions, fasteners, or edges depending on design and installation method

Samples are representative only and may not show the full range of color, tone, reflectivity, patina, texture, or finish variation. Final appearance may vary depending on production batch, lighting, installation location, fabrication details, and maintenance.

These characteristics are inherent to the material and are not covered under this warranty.

1.5 FABRICATION & DIMENSIONAL STABILITY

TAG warrants that its Metal Collection products will maintain reasonable dimensional stability when properly fabricated, supported, installed, and used in approved interior applications.

Covered only if caused by product manufacturing failure:

- Manufacturing-related deformation before installation
- Product instability unrelated to installation or support conditions
- Excessive warping caused by confirmed material defect
- Coating or finish separation caused by manufacturing defect

Not covered:

- Warping, bending, denting, or distortion caused by improper fabrication
- Damage caused by improper cutting, drilling, routing, welding, sanding, polishing, or edge finishing
- Failure caused by inadequate framing, substrate, cabinetry, blocking, or support
- Failure caused by incorrect adhesive, fasteners, clips, or installation method
- Failure caused by unsupported panels, improper spacing, or lack of expansion allowance
- Failure caused by jobsite movement, building settlement, vibration, or substrate movement
- Damage caused by thermal expansion, direct heat, or rapid temperature changes
- Damage caused by incompatible metals, fasteners, adhesives, or surrounding materials

The fabricator, installer, contractor, and/or project team are responsible for verifying that all substrate, support, field measurements, cutouts, clearances, seams, fasteners, and installation conditions are suitable before fabrication and installation.

1.6 MOISTURE, CORROSION, HEAT & CHEMICAL EXPOSURE

Metal Collection products are suitable for approved interior decorative applications when properly installed and maintained. However, the material must not be exposed to conditions outside TAG's approved use guidelines.

Not covered:

- Corrosion, oxidation, tarnish, or discoloration caused by moisture, humidity, standing water, or condensation
- Damage from harsh chemicals, solvents, acids, alkalis, drain cleaners, paint removers, acetone, industrial cleaners, or abrasive cleaners
- Damage from prolonged exposure to salt, chlorine, pool chemicals, marine conditions, or high-humidity environments
- Damage caused by direct heat, open flame, heat lamps, appliances, or rapid temperature changes
- Staining caused by oils, dyes, inks, cosmetics, adhesives, sealants, or construction materials
- Damage caused by improper sealing of surrounding joints, edges, substrates, or adjacent materials
- Mold, mildew, corrosion, or staining caused by surrounding conditions, improper ventilation, or lack of maintenance

2. WARRANTY EXCLUSIONS

Important Notice:

Metal finishes require proper handling, cleaning, protection, and environmental control. Natural patina, oxidation, fingerprints, color variation, sheen variation, and surface aging are expected characteristics of metal materials. Failure to maintain proper use conditions may void the warranty.

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

2.1 IMPROPER FABRICATION OR INSTALLATION

Not covered:

- Failure to follow TAG's fabrication or installation guidelines
- Incorrect field measurements or template errors
- Improper cutting, drilling, routing, sanding, polishing, welding, bending, or finishing
- Improper seam preparation, adhesive use, bonding, or clamping
- Incorrect or insufficient substrate, cabinetry, framing, blocking, or support
- Improper fasteners, clips, brackets, anchors, adhesives, or installation systems
- Installation of material with visible defects
- Installation in areas not approved for metal product use
- Outdoor installation unless approved in writing by TAG
- Installation in wet areas, marine environments, pool areas, spa areas, or high-humidity environments unless approved in writing by TAG

2.2 PHYSICAL DAMAGE

Not covered:

- Scratches, dents, chips, gouges, scuffs, abrasions, or surface marks
- Damage from impact, dropped objects, tools, construction activity, or abuse
- Damage from dragging furniture, equipment, appliances, or heavy objects across the surface
- Damage from sharp objects, knives, metal tools, stones, sand, grit, or debris
- Damage caused by improper handling, storage, transportation, or jobsite protection
- Burns, cuts, cracks, punctures, bending, or breakage caused by misuse
- Damage from excessive weight, point loads, vibration, or structural movement

Normal wear from daily use is not considered a manufacturing defect.

2.3 ENVIRONMENTAL, HEAT & UV DAMAGE

Not covered if the product is exposed to:

- Excessive heat or direct sunlight or UV exposure
- Extreme temperature changes or thermal shock
- Outdoor conditions unless approved in writing
- Excessive moisture, humidity, standing water, condensation, or leaks
- Salt, chlorine, marine air, pool chemicals, or corrosive environments
- Lack of climate control in interior applications
- Jobsite conditions outside approved ranges
- Construction dust, contamination, moisture, adhesives, sealants, or chemicals

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



2.4 APPEARANCE & AESTHETIC CLAIMS

Not covered:

- Natural color, tone, reflectivity, patina, oxidation, or finish variation
- Shade differences between batches, sheets, panels, mesh, or components
- Differences between samples, images, renderings, and installed material
- Visible seams, joints, fasteners, transitions, or edges unless caused by verified manufacturing defect
- Gloss changes, surface dulling, fingerprints, smudges, or minor finish variation
- Normal aging, oxidation, tarnish, patina development, or wear patterns
- Color change caused by sunlight, heat, moisture, chemicals, cleaning products, or oxidation
- Differences caused by lighting conditions, viewing angle, reflections, or surrounding materials
- Minor fabrication or finish variations within industry standards

Visual variation is expected and is part of the intended appearance of the TAG Metal Collection.

2.5 MAINTENANCE-RELATED DAMAGE

Not covered:

- Use of abrasive cleaners, harsh chemicals, solvents, acids, alkalis, or industrial cleaners
- Use of steel wool, abrasive pads, scrapers, or improper cleaning equipment
- Failure to clean spills, fingerprints, water spots, oils, or contaminants promptly
- Failure to protect the surface from moisture, heat, sharp objects, impact, or jobsite damage
- Use of non-approved cleaning, polishing, coating, or restoration products
- Damage caused by sand, grit, debris, dyes, inks, oils, adhesives, sealants, or staining agents
- Damage caused by improper maintenance or lack of routine cleaning

Only maintenance methods recommended by TAG should be used.

2.6 SUBSTRATE, FRAMING & JOBSITE CONDITIONS

Not covered:

- Uneven, unstable, wet, contaminated, or structurally unsound substrates
- Cabinetry, framing, blocking, or support systems that are not level, secure, or suitable
- Building movement, settlement, vibration, or structural deflection
- Moisture from surrounding construction, plumbing, walls, floors, ceilings, or substrates
- Improper adhesives, sealants, primers, clips, anchors, or fasteners
- Galvanic reaction caused by incompatible metals or surrounding materials
- Installation before the building is fully enclosed and conditioned
- Failure to document site conditions when requested

The installer, fabricator, contractor, and/or project team are responsible for verifying that jobsite, substrate, framing, cabinetry, and support conditions are suitable prior to installation.

3. CLAIM PROCEDURE

To file a warranty claim, the customer must provide:

- Proof of purchase
- Product information, finish code, panel code, mesh code, and batch number, if available
- Approved submittal, order confirmation, or project documentation
- Installation date and installation location
- Fabrication and installation details
- Installer and/or fabricator information
- Photos and written description of the issue
- Maintenance history
- Jobsite condition reports, if requested
- Substrate, framing, or support documentation, if requested
- Environmental records, if requested

TAG may:

- Conduct site inspections
- Request material samples
- Review fabrication practices
- Review installation practices
- Review maintenance practices
- Request environmental, substrate, or support documentation
- Request additional photos, videos, or reports

Failure to provide required documentation may result in claim denial.

No repair, removal, replacement, refinishing, or corrective work may be performed before TAG has reviewed the claim, unless approved in writing by TAG. Unauthorized corrective work may void the warranty claim.

4. TAG RESPONSE TO VALID WARRANTY CLAIMS

If TAG confirms that the issue is caused by a manufacturing defect, TAG may proceed as follows:

1. Review the claim documentation, photos, approved submittals, product information, and installation details.
2. Determine whether a site inspection, sample review, or additional documentation is required.
3. Confirm whether the condition qualifies as a manufacturing defect under this warranty.
4. If approved, TAG may provide replacement material, recommend repair of the affected area, or offer prorated material credit when applicable.
5. TAG will coordinate the approved corrective action in writing before any work begins.

If TAG installed the product and the issue is confirmed to be caused by TAG's installation, TAG may review the condition and determine the appropriate corrective action.

If the product was installed by others, installation-related issues are not covered under this warranty.

5. 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
- Fabrication labor
- Template or field measurement costs
- Refinishing, polishing, or restoration work not approved in writing
- Moving furniture, appliances, plumbing fixtures, equipment, or accessories
- Disconnecting or reconnecting plumbing, electrical, lighting, fixtures, or appliances
- Demolition or disposal costs
- Temporary lodging or business interruption
- Damage to surrounding finishes, cabinetry, walls, ceilings, floors, fixtures, or equipment
- 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.

6. WARRANTY APPLICABILITY

Warranty applies only when:

- Product is installed indoors in approved areas
- Product is used for its intended purpose
- Product is fabricated and installed according to TAG guidelines
- Product is installed over suitable substrate, cabinetry, framing, blocking, or support
- Approved adhesives, fasteners, clips, sealants, and fabrication methods are used
- Product is protected from moisture, corrosion, heat, impact, chemicals, and misuse
- Approved maintenance methods are used
- Purchase proof is retained

This warranty applies to all TAG Metal Collection products, including approved metal finishes, decorative metal panels, decorative metal mesh, colors, textures, perforations, finishes, thicknesses, formats, wall applications, ceiling applications, millwork applications, cladding, and fabricated components, unless otherwise specified in writing.

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

TAG reserves the right to revise warranty terms as product technologies evolve.

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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