



SIGNATURE GLASS WARRANTY

THE ABADI GROUP

This General Limited Warranty applies to all TAG Signature Glass Collection products, across all colors, textures, patterns, finishes, thicknesses, formats, applications, and fabrication methods. Warranty coverage may vary depending on the product type, finish, intended use, installation conditions, fabrication requirements, handling, hardware, framing system, and project specifications.

1.0 WARRANTY PERIOD

This warranty is valid for one (1) year from the date of delivery or purchase, unless otherwise stated in a written project-specific agreement issued by TAG.

Warranty coverage is limited to verified manufacturing defects only. Any claim must be submitted within the warranty period and before any repair, removal, replacement, or corrective work is performed.

Damage or issues caused by handling, fabrication, installation, site conditions, use, cleaning, maintenance, or work performed by others are not covered under this warranty.

2.0 WARRANTY COVERAGE

- Manufacturing-related cracks, chips, or visible defects documented before installation
- Factory coating, lamination, tint, or finish defects, if applicable
- Incorrect glass type, color, texture, finish, or thickness supplied, when verified against approved project documentation
- Abnormal distortion, haze, discoloration, or surface defects beyond accepted industry tolerance
- Product defects that materially affect the intended use of the product

All materials must be inspected upon delivery and before fabrication or installation. Any visible defect must be reported to TAG before installation. Installation of material with visible defects constitutes acceptance of the product and voids coverage for that condition.

3.0 NORMAL MATERIAL CHARACTERISTICS

The following are normal glass characteristics and are not considered defects:

- Color, tone, tint, transparency, opacity, or edge color variation
- Texture, fluting, reeding, pattern, frosting, coating, or surface variation
- Shade differences between samples, images, renderings, batches, sheets, panels, or installed material
- Normal reflection, glare, shadowing, privacy variation, or optical distortion
- Green edge tone or color shift caused by glass thickness
- Minor surface, edge, dimensional, or finish variation within accepted industry tolerance

Samples, photos, and renderings are representative only and may not show the full range of variation, lighting effect, reflection, opacity, or final installed appearance.

4.0 WARRANTY EXCLUSIONS

This warranty does not cover damage, failure, breakage, or appearance concerns caused by:

- Handling, storage, transportation, fabrication, installation, field modification, or workmanship performed by parties other than TAG
- Incorrect measurements, templates, cutting, drilling, edging, polishing, hardware, framing, supports, substrates, adhesives, sealants, gaskets, or setting blocks supplied or installed by others
- Lack of proper clearance, separation, blocking, structural support, or suitable jobsite conditions not caused by TAG
- Breakage, scratches, chips, cracks, stains, residue, water spots, fingerprints, cleaning marks, abrasions, or surface damage occurring after delivery, unless confirmed by TAG as a manufacturing defect or directly caused by TAG installation
- Impact, pressure, point loads, vibration, building movement, settlement, structural deflection, misuse, abuse, or lack of protection
- Heat exposure, thermal shock, direct heat sources, uneven heating, HVAC exposure, moisture, condensation, corrosion, mold, mildew, or surrounding environmental conditions
- Harsh chemicals, abrasive cleaners, razors, scrapers, steel wool, solvents, acids, alkalis, cement residue, construction dust, adhesives, tapes, films, debris, sand, grit, oils, dyes, or staining agents
- Outdoor use, excessive sunlight, UV exposure, or unapproved applications unless approved in writing by TAG
- Failure to follow TAG's Care & Maintenance Guide

Damage caused by third-party installation, jobsite conditions, surrounding materials, misuse, improper cleaning, improper maintenance, or work performed by others is not considered a TAG product or installation defect.

Pre-installation inspection:

All materials must be inspected before fabrication and installation. Glass materials may contain visual movement, tone variation, texture variation, optical distortion, reflection changes, edge color 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 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 APPEARANCE & MATERIAL CHARACTERISTICS

Signature Glass 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, tone, tint, or transparency variation
- Texture, fluting, reeding, pattern, or surface variation
- Shade differences between sheets, panels, doors, or production batches
- Slight differences between samples, photography, renderings, and installed material
- Optical distortion caused by texture, thickness, lamination, or glass type
- Reflection, glare, shadowing, or privacy variation caused by lighting conditions
- Green edge tone or color shift caused by glass thickness
- Minor edge, surface, or dimensional variation within approved tolerance
- Slight variation in frosting, etching, coating, or tint when applicable

Samples are representative only and may not show the full range of color, tone, texture, opacity, reflection, or optical variation. Final appearance may vary depending on production batch, lighting, installation location, adjacent materials, and fabrication details.

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

1.5 FABRICATION, HARDWARE & DIMENSIONAL STABILITY

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

Covered only if caused by product manufacturing failure:

- Manufacturing-related defects present before installation
- Abnormal lamination, coating, or finish failure, if applicable
- Product defect unrelated to installation, hardware, or framing conditions

Not covered:

- Breakage caused by improper fabrication or installation
- Breakage caused by incorrect hardware, hinges, handles, tracks, channels, clamps, fasteners, or framing systems
- Breakage caused by excessive pressure, point loads, twisting, racking, or misalignment
- Damage caused by insufficient edge clearance, setting blocks, gaskets, or support
- Damage caused by drilling, cutting, notching, polishing, or field modification not approved by TAG
- Damage caused by contact with metal, stone, tile, concrete, or other hard surfaces without proper separation
- Failure caused by unsuitable framing, cabinetry, substrate, or surrounding structure
- Failure caused by building movement, settlement, vibration, or structural deflection
- Damage caused by thermal stress, direct heat, or rapid temperature changes

The installer, contractor, glazier, fabricator, and/or project team are responsible for verifying that all field measurements, framing systems, hardware, clearances, supports, substrates, and installation conditions are suitable before installation.

1.6 MOISTURE, CORROSION, HEAT & CHEMICAL EXPOSURE

Signature Glass products are suitable for approved interior applications when properly installed and maintained.

However, the material must not be exposed to conditions outside TAG's approved use guidelines.



Not covered:

- Thermal shock caused by sudden temperature changes
- Breakage caused by direct heat, fireplaces, heaters, heat lamps, appliances, or HVAC exposure
- Damage caused by uneven heating or extreme temperature differences across the glass surface
- Damage from harsh chemicals, solvents, acids, alkalis, abrasive cleaners, paint removers, cement residue removers, or industrial cleaners
- Damage from prolonged exposure to standing water, moisture infiltration, or unsealed surrounding conditions
- Damage caused by incompatible sealants, adhesives, tapes, films, gaskets, or cleaning products
- Corrosion, staining, residue, or discoloration caused by surrounding materials or jobsite contaminants
- Mold, mildew, condensation, or moisture-related issues caused by surrounding conditions, improper ventilation, or lack of maintenance

2. WARRANTY EXCLUSIONS

Important Notice:

Although glass is durable and suitable for many decorative architectural applications, proper handling, framing, installation, cleaning, and protection from impact, heat, pressure, and chemicals are essential.

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, edging, polishing, tempering, lamination, or finishing
- Field modification not approved by TAG
- Incorrect or insufficient framing, substrate, blocking, or structural support
- Improper glass channels, tracks, clamps, hinges, handles, rollers, pulls, or hardware
- Insufficient edge clearance, setting blocks, spacers, gaskets, or protective separation
- Excessive pressure from frames, hardware, fasteners, or surrounding materials
- Installation over unstable, uneven, wet, contaminated, or unsuitable substrates
- Installation of material with visible defects
- Installation in areas not approved for glass use
- Outdoor installation unless approved in writing by TAG

2.2 PHYSICAL DAMAGE

Not covered:

- Scratches, chips, cracks, gouges, scuffs, abrasions, or breakage
- Damage from impact, dropped objects, tools, construction activity, or abuse
- Damage caused by dragging, leaning, stacking, or storing glass improperly
- Damage caused by sharp objects, metal tools, stones, sand, grit, or debris
- Damage caused by improper handling, storage, transportation, or jobsite protection
- Damage from excessive pressure, point loads, twisting, bending, or structural movement
- Breakage after delivery unless verified as a manufacturing defect

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:

- Extreme temperature changes or thermal shock
- Excessive heat or direct heat sources
- Outdoor conditions unless approved in writing
- Excessive sunlight or UV exposure beyond approved application
- Lack of climate control in interior applications
- Jobsite conditions outside approved ranges
- Construction dust, cement residue, contamination, moisture, or chemicals
- Long-term vacancy without proper environmental control
- Condensation or humidity caused by surrounding environmental conditions

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



2.4 APPEARANCE & AESTHETIC CLAIMS

Not covered:

- Natural color, tone, tint, transparency, or opacity variation
- Texture, fluting, reeding, pattern, or surface variation
- Shade differences between batches, sheets, panels, doors, or components
- Differences between samples, images, renderings, and installed material
- Normal reflection, glare, shadowing, or lighting effects
- Optical distortion caused by glass type, texture, thickness, tint, or lamination
- Visible green edge tone or color shift caused by glass thickness
- Minor surface marks, roller waves, haze, or finish variation within industry standards
- Minor edge or dimensional variation within approved tolerance
- Differences caused by viewing angle, background color, or adjacent materials

Visual variation is expected and is part of the intended appearance of the TAG Signature Glass 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, razors, scrapers, or improper cleaning equipment
- Failure to clean construction residue, dust, fingerprints, or water spots promptly
- Failure to protect the glass from impact, pressure, heat, or sharp objects
- Use of non-approved cleaning, polishing, coating, or protective products
- Damage caused by sand, grit, debris, cement residue, adhesives, tapes, films, dyes, oils, 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
- Framing, cabinetry, blocking, channels, or support systems that are not level, secure, or suitable
- Hardware that is misaligned, over-tightened, defective, incompatible, or improperly installed
- Building movement, settlement, vibration, racking, or structural deflection
- Moisture from surrounding construction, plumbing, walls, floors, ceilings, or substrates
- Improper adhesives, sealants, tapes, primers, gaskets, or setting materials
- Installation before the building is fully enclosed and conditioned
- Failure to document site conditions when requested

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

3. CLAIM PROCEDURE

To file a warranty claim, the customer must provide all required documentation for review.

Customer must provide:

- Proof of purchase
- Product information and batch number, if available
- Approved submittal, order confirmation, or project documentation
- Installation date and installation location
- Glass type, finish, texture, thickness, and approved application
- Fabrication and installation details
- Installer, glazier, contractor, and/or fabricator information
- Photos and written description of the issue
- Maintenance history
- Jobsite condition reports, if requested
- Framing, substrate, hardware, or support documentation, if requested
- Environmental records, if requested



TAG may:

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

Failure to provide required documentation may result in claim denial.

No repair, removal, replacement, 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. 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
- Review whether the condition qualifies as a manufacturing defect

TAG does NOT cover:

- Labor for removal or installation
- Fabrication labor
- Template or field measurement costs
- Hardware replacement or adjustment costs
- Moving furniture, doors, millwork, cabinetry, fixtures, equipment, or accessories
- Disconnecting or reconnecting electrical, lighting, hardware, doors, or surrounding components
- Demolition or disposal costs
- Temporary lodging or business interruption
- Damage to surrounding finishes, cabinetry, walls, floors, frames, fixtures, or equipment
- Loss of time, inconvenience, or incidental costs
- Any costs not approved by TAG in writing

TAG's liability is limited to the original product value of the affected material confirmed to be defective. TAG is not responsible for incidental, consequential, indirect, or special damages.

5. 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 with suitable framing, hardware, substrate, and support
- Approved adhesives, sealants, gaskets, setting blocks, and installation methods are used
- Product is protected from impact, pressure, heat, chemicals, and misuse
- Approved maintenance methods are used
- Purchase proof is retained

This warranty applies to all TAG Signature Glass Collection products, including all approved colors, textures, finishes, thicknesses, formats, panels, cabinet inserts, partitions, closet doors, decorative doors, wall applications, and fabricated components, unless otherwise specified in writing.

Warranty coverage and performance may vary depending on product selection, site conditions, fabrication quality, installation quality, hardware, framing system, 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.



6. TAG RESPONSE TO APPROVED CLAIMS

If TAG determines that the issue is caused by a verified manufacturing defect, or by installation error only when installation was performed directly by TAG, TAG may take the following steps:

1. Review the claim documentation provided by the customer.
2. Request additional photos, videos, reports, samples, or project information if needed.
3. Schedule or coordinate an inspection when necessary.
4. Determine whether the issue is related to manufacturing, installation, handling, maintenance, jobsite conditions, or misuse.
5. If the claim is approved, define the appropriate corrective action.
6. Provide replacement material, repair recommendation, or material credit at TAG's discretion.
7. Coordinate next steps in writing before any corrective work begins.

TAG will only assume responsibility for corrective action when the issue is confirmed to be covered under this warranty. Any repair, removal, replacement, or additional work must be approved by TAG in writing before proceeding.

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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