

A person wearing a light beige suit is sitting on a marble floor. Their right hand is resting on a transparent, geometric, white object that looks like a piece of paper or a thin block. The scene is lit with warm, golden light, creating soft shadows on the marble surface. The marble has a light beige base with intricate golden-brown veining.

SINTERED STONE WARRANTY

THE ABADI GROUP

This Limited Warranty applies to TAG Sintered Stone Collection products, including approved colors, finishes, slabs, panels, countertops, vanities, backsplashes, wall applications, shelves, fabricated components, and custom project applications, unless otherwise approved in writing by TAG. Warranty coverage may vary depending on product selection, finish, thickness, fabrication, installation, support, substrate, maintenance, jobsite conditions, and intended use.

1. WARRANTY COVERAGE

TAG warrants that its Sintered Stone Collection products will be free from confirmed manufacturing defects that materially affect the intended performance of the product under normal approved use, when properly handled, fabricated, installed, supported, maintained, and used according to TAG guidelines.

Covered issues may include:

- Manufacturing-related defects present before fabrication or installation
- Major surface defects beyond approved production tolerance
- Incorrect product, color, or finish supplied, when verified against the approved order or submittal
- Material defects confirmed by TAG that affect normal approved use

Warranty Period:

- Residential Warranty: 5 years
- Commercial Warranty: 2 years

Warranty coverage applies only to the material itself. Labor, fabrication, installation, removal, replacement, plumbing, electrical, demolition, disposal, surrounding finishes, business interruption, or additional costs are not covered unless approved in writing by TAG before any corrective work begins.

2. PRE-INSTALLATION INSPECTION

All material must be inspected upon delivery and before cutting, fabrication, installation, or modification.

Any visible defect, incorrect product, color variation concern, finish issue, damage, or shortage must be reported to TAG before installation.

Fabrication or installation of material with visible defects constitutes acceptance of the material and is not covered under this warranty.

3. PRODUCT CHARACTERISTICS

Sintered stone is an engineered surface designed to replicate natural stone, concrete, wood, and other materials. The following are normal product characteristics and are not considered defects:

- Color, tone, texture, veining, pattern, and movement variation
- Differences between samples, photos, renderings, slabs, batches, and installed material
- Variation in gloss, reflection, surface texture, finish, edge appearance, or printed design alignment
- Minor production tolerances in size, thickness, flatness, shade, and finish
- Normal wear or appearance changes caused by use, cleaning, lighting, or surrounding conditions

Samples are representative only and may not show the full range of variation.

4. USE & MAINTENANCE NOTICE

Sintered stone is durable, but it is not indestructible, stain-proof, scratch-proof, heat-proof, impact-proof, chemical-proof, or maintenance-free.

The customer, owner, contractor, installer, and maintenance team are responsible for proper care and for following TAG maintenance guidelines.

TAG does not warrant damage caused by:

- Harsh chemicals, acids, solvents, bleach, ammonia, alkaline cleaners, or industrial cleaners
- Abrasive pads, steel wool, scrapers, razors, magic erasers, or improper cleaning tools
- Heat exposure, thermal shock, hot pans, open flames, appliances, or direct heat sources
- Standing water, hard water, soap residue, stains, discoloration, residue, or improper maintenance
- Improper sealers, coatings, polishing, restoration products, or non-approved treatments

Failure to follow TAG care and maintenance guidelines may void this warranty.



5. APPLICATION LIMITATIONS

Unless approved in writing by TAG, sintered stone is not recommended for:

- Exterior applications exposed to extreme weather, freezing conditions, UV, or temperature changes
- Floors, stairs, shower floors, steam rooms, saunas, pools, spas, or constantly wet areas
- BBQ areas, fireplaces, cooktops, or locations exposed to direct flame or thermal shock
- Areas exposed to heavy impact, vibration, point loads, structural movement, or excessive weight
- Unstable, uneven, wet, contaminated, or unsupported substrates
- Commercial kitchens, laboratories, industrial areas, or environments with harsh chemicals

If sintered stone is selected for a non-recommended or high-risk area, the customer accepts all related risks. Resulting cracks, chips, stains, discoloration, thermal damage, surface wear, or maintenance issues are not covered.

6. WARRANTY EXCLUSIONS

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

- Improper handling, storage, transportation, fabrication, or installation
- Incorrect field measurements, templates, cutouts, drilling, polishing, edges, seams, or modifications
- Improper adhesives, sealants, mortars, grout, anchors, clips, fasteners, or installation systems
- Lack of proper substrate, cabinetry, framing, blocking, expansion clearance, or structural support
- Unsupported overhangs, excessive spans, uneven surfaces, or substrate movement
- Scratches, chips, cracks, stains, abrasions, scuffs, burns, impact damage, or normal wear
- Dropped objects, tools, construction activity, misuse, abuse, or lack of jobsite protection
- Moisture, leaks, plumbing issues, mold, mildew, humidity, condensation, or water infiltration
- Building movement, vibration, settlement, structural deflection, or hidden site conditions
- Damage caused by other trades, surrounding finishes, walls, floors, ceilings, fixtures, or equipment
- Installation performed by others, unless the issue is confirmed by TAG as a material defect

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

7. CLAIM PROCEDURE

To submit a warranty claim, the customer must provide:

- Proof of purchase
- Product name, finish, thickness, order number, or project reference
- Approved submittal, order confirmation, or project documentation
- Installation date and location
- Photos and written description of the issue
- Fabrication, installation, support, and maintenance details, if requested

TAG may request additional documentation, photos, videos, samples, inspection access, maintenance records, or jobsite information.

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

8. TAG RESPONSE TO VALID CLAIMS

If TAG confirms that the issue is caused by a manufacturing defect covered under this warranty, TAG may, at its sole discretion:

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

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 fabricated or installed by others, fabrication and installation-related issues are not covered.

9. LIMITATION OF LIABILITY

TAG's liability is limited to approved warranty remedies only. TAG is not responsible for labor, fabrication, removal, reinstallation, field measurements, plumbing, electrical work, demolition, disposal, restoration, surrounding damage, business interruption, delays, loss of use, or any cost not approved in writing by TAG before corrective work begins.

This warranty is the exclusive warranty provided by TAG for the Sintered Stone Collection and replaces all other warranties unless otherwise stated in writing.

TAG reserves the right to revise warranty terms as needed.





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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