



SOLID SURFACE WARRANTY

THE ABADI GROUP

This General Limited Warranty applies to all TAG Solid Surface Stone Collection products, across all colors, patterns, finishes, thicknesses, formats, applications, and fabrication methods. Warranty coverage may vary depending on the product type, finish, intended use, installation conditions, fabrication requirements, and project specifications.

1. WARRANTY COVERAGE

1.1 PRODUCT INTEGRITY WARRANTY

TAG warrants that its Solid Surface Stone Collection products will be free from manufacturing defects that affect the structural integrity or intended performance of the material under normal use.

Covered product integrity issues may include:

- Manufacturing-related cracks present before installation
- Excessive warping or deformation caused by product failure
- Structural instability unrelated to installation, fabrication, or jobsite conditions
- Major manufacturing defects that affect the usability of the product

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, heat exposure, chemical exposure, impact, misuse, improper maintenance, or use outside the approved application.

1.2 SURFACE PERFORMANCE WARRANTY

TAG warrants that the surface will perform as intended under normal use when properly installed and maintained.

Solid surface materials are non-porous and designed for hygienic applications; however, they are not scratch-proof, stain-proof, heat-proof, or damage-proof.

Covered surface issues may include:

- Manufacturing-related surface defects visible prior to installation
- Abnormal surface inconsistency beyond approved tolerance
- Factory-related discoloration unrelated to maintenance, UV exposure, chemical exposure, or misuse
- Material defects that prevent normal use of the surface

Not considered surface defects:

- Normal surface scratches from use
- Changes in sheen or gloss level over time
- Minor surface dulling from cleaning, abrasion, or traffic
- Staining caused by dyes, inks, oils, chemicals, or improper cleaning
- Damage caused by hot pans, appliances, curling irons, cigarettes, or direct heat sources

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

1.3 MANUFACTURING DEFECTS

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

Examples may include:

- Major color or pattern defects beyond standard production tolerance
- Abnormal thickness variation beyond approved tolerance
- Visible surface defects beyond normal industry standards
- Product cracks, voids, or structural defects caused by manufacturing failure
- Incorrect product supplied, when verified against the approved order or submittal



Pre-installation inspection:

All materials must be inspected before fabrication and installation. Solid surface materials may contain natural-looking visual movement, tonal variation, pattern variation, veining, particulate distribution, 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.

1.3 MANUFACTURING DEFECTS**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

Solid Surface Stone Collection products are designed to provide refined aesthetics with durable performance. Visual variation is expected and is not considered a defect.

Normal material characteristics may include:

- Color and tone variation
- Pattern, veining, or particulate variation
- Shade differences between slabs, sheets, panels, or batches
- Slight differences between samples, photography, renderings, and installed material
- Minor variation caused by lighting conditions
- Normal aging, patina, or sheen change over time
- Seams that remain visible depending on color, pattern, lighting, and fabrication method

Samples are representative only and may not show the full range of color, movement, or pattern variation. Final appearance may vary depending on production batch, lighting, installation location, and fabrication details.

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

1.5 FABRICATION & DIMENSIONAL STABILITY

TAG warrants that its Solid Surface Stone 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 cracking before installation
- Product instability unrelated to installation or support conditions
- Excessive warping caused by confirmed material defect

Not covered:

- Cracking caused by improper fabrication
- Cracking around sinks, cooktops, cutouts, inside corners, seams, or overhangs due to improper support or fabrication
- Failure caused by inadequate cabinetry, substrate, framing, or structural support
- Failure caused by incorrect adhesive, seam preparation, or bonding method
- Failure caused by unsupported overhangs or point loads
- Failure caused by jobsite movement, building settlement, or substrate movement
- Damage caused by thermal shock, direct heat, or rapid temperature changes

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

1.6 HEAT, MOISTURE & CHEMICAL EXPOSURE

Solid surface materials are non-porous and suitable for many interior wet-area applications when properly installed. However, the material must not be exposed to conditions outside TAG's approved use guidelines.



Not covered:

- Damage from hot pans, pots, griddles, appliances, heat lamps, curling irons, or direct heat sources
- Thermal shock caused by sudden temperature changes
- Burns, scorching, melting, discoloration, or cracking caused by heat exposure
- Damage from harsh chemicals, solvents, acids, alkalis, drain cleaners, paint removers, acetone, oven cleaners, or industrial cleaners
- Damage from prolonged exposure to dyes, inks, permanent markers, hair dye, cosmetics, oils, or staining agents
- Damage caused by standing water when seams, joints, edges, substrates, or surrounding materials are not properly sealed or maintained
- Mold or mildew caused by surrounding conditions, improper ventilation, or lack of maintenance

Important Notice:

Although solid surface products are non-porous and hygienic, proper cleaning, sealing of surrounding joints, and protection from heat and chemicals are essential. Failure to maintain proper use conditions may void the warranty.

2. WARRANTY EXCLUSIONS

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, routing, sanding, polishing, or finishing
- Improper seam preparation, adhesive use, bonding, or clamping
- Incorrect or insufficient substrate, cabinetry, framing, or support
- Unsupported overhangs or inadequate brackets/support systems
- Improper sink, cooktop, faucet, or accessory cutouts
- Sharp inside corners or cutouts not fabricated according to approved standards
- Installation over unstable, uneven, wet, contaminated, or unsuitable substrates
- Installation of material with visible defects
- Installation in areas not approved for solid surface use
- Outdoor installation unless approved in writing by TAG

2.2 PHYSICAL DAMAGE

Not covered:

- Scratches, dents, chips, gouges, scuffs, or abrasions
- 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, or debris
- Damage caused by improper handling, storage, transportation, or jobsite protection
- Burns, cuts, cracks, or breakage caused by misuse
- Damage from excessive weight, point loads, 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 heat sources
- Extreme temperature changes or thermal shock
- Outdoor conditions unless approved in writing
- Excessive sunlight or UV exposure
- Lack of climate control in interior applications
- Jobsite conditions outside approved ranges
- Construction dust, contamination, moisture, or chemicals
- Long-term vacancy without proper environmental control

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



2.4 APPEARANCE & AESTHETIC CLAIMS

Not covered:

- Natural-looking color, tone, pattern, veining, or particulate variation
- Shade differences between batches, slabs, sheets, or panels
- Differences between samples, images, renderings, and installed material
- Visible seams, unless caused by verified manufacturing defect
- Gloss changes, surface dulling, or minor finish variation
- Normal aging, patina development, or wear patterns
- Color change caused by sunlight, heat, chemicals, cleaning products, or oxidation
- Differences caused by lighting conditions
- Minor fabrication or finish variations within industry standards

Visual variation is expected and is part of the intended appearance of the Solid Surface Stone 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, or improper cleaning equipment
 - Failure to clean spills promptly
 - Failure to protect the surface from heat, sharp objects, or impact
 - Use of non-approved cleaning or polishing products
 - Damage caused by sand, grit, debris, dyes, inks, 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, CABINETRY & JOBSITE CONDITIONS

Not covered:

- Uneven, unstable, wet, contaminated, or structurally unsound substrates
- Cabinetry, framing, or support systems that are not level, secure, or suitable
- Building movement, settlement, vibration, or structural deflection
- Moisture from surrounding construction, plumbing, walls, floors, or substrates
- Improper leveling compounds, adhesives, sealants, or primers
- 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, cabinetry, and support conditions are suitable prior to installation.

3. CLAIM PROCEDURE

To file a warranty claim, the customer must:

Not covered:

- Uneven, unstable, wet, contaminated, or structurally unsound substrates
- Cabinetry, framing, or support systems that are not level, secure, or suitable
- Building movement, settlement, vibration, or structural deflection
- Moisture from surrounding construction, plumbing, walls, floors, or substrates
- Improper leveling compounds, adhesives, sealants, or primers
- 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, cabinetry, and support conditions are suitable prior to installation.

3.1 PROVIDE REQUIRED DOCUMENTATION

Customer must provide:

- Proof of purchase
- Product or order information
- Installation details
- Photos and a brief description of the issue
- Installer or fabricator information
- Any supporting documents reasonably requested by TAG

TAG may:

- Request additional information, photos, samples, or records
- Review installation, fabrication, maintenance, and site conditions
- Conduct a site inspection, if needed

Failure to provide requested documentation may delay or deny the claim.

Do not perform any repair, removal, replacement, or corrective work before TAG reviews the claim, unless approved in writing by TAG. Unauthorized corrective work may void the 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

TAG does NOT cover:

- Labor for removal or installation
- Fabrication labor
- Template or field measurement costs
- Moving furniture, appliances, plumbing fixtures, equipment, or accessories
- Disconnecting or reconnecting plumbing, electrical, sinks, cooktops, or appliances
- Demolition or disposal costs
- Temporary lodging or business interruption
- Damage to surrounding finishes, cabinetry, walls, 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.

5. WARRANTY APPLICABILITY

- Product is installed indoors in approved areas
- Product is used, fabricated, installed, and maintained according to TAG guidelines
- Product is installed over suitable support or substrate
- Product is protected from heat, impact, chemicals, and misuse
- Proof of purchase is retained

This warranty applies to TAG Solid Surface Stone Collection products unless otherwise specified in writing. Coverage may vary by product, site conditions, installation, maintenance, and use. TAG may 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.



