



WOOD VENEER WARRANTY

THE ABADI GROUP

This General Limited Warranty applies to all TAG Wood Veneer Collection products, including all approved colors, finishes, veneer species, panels, doors, millwork components, cabinetry applications, wall cladding, shelving systems, closets, vanities, architectural panel assemblies, and custom fabricated components. Warranty coverage may vary depending on the product type, finish, intended use, installation conditions, fabrication requirements, environmental conditions, and project specifications.

1. WARRANTY COVERAGE

1.1 PRODUCT INTEGRITY WARRANTY

TAG warrants that its Wood Veneer Collection products will be free from manufacturing defects that affect the structural integrity, adhesion, or intended performance of the material under normal interior use, when properly fabricated, installed, maintained, and used in approved applications.

Covered product integrity issues may include:

- Manufacturing-related veneer delamination present before installation
- Failure of veneer adhesion caused by a confirmed manufacturing defect
- Excessive panel warping caused by product failure, not jobsite or installation conditions
- Major surface defects beyond approved production tolerance ▪ Incorrect product supplied, when verified against the approved order or submittal
- Structural instability unrelated to installation, handling, substrate, humidity, or jobsite conditions

Warranty Period:

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

Warranty coverage does not apply to damage caused by improper fabrication, incorrect installation, inadequate support, moisture exposure, heat exposure, UV exposure, chemical exposure, impact, misuse, improper maintenance, lack of climate control, or use outside the approved application.

1.2 SURFACE PERFORMANCE WARRANTY

TAG warrants that its Wood Veneer Collection products will be free from visible manufacturing defects at the time of delivery.

Examples may include:

- Major finish defects beyond standard production tolerance
- Abnormal veneer bubbling or lifting present prior to installation
- Visible surface defects beyond normal industry standards
- Incorrect finish, color, or product supplied, when verified against the approved order or submittal
- Manufacturing-related defects that affect normal product use

Pre-installation inspection:

All materials must be inspected before fabrication and installation. Wood veneer may contain natural visual movement, tonal variation, grain variation, knots, mineral streaks, figure variation, color shifts, texture differences, and batch-to-batch shade variation.

These characteristics are part of the intended appearance of natural wood veneer 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

TAG warrants its Wood Veneer Collection products to be free from manufacturing defects that affect the intended use of the material.

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.

Manufacturing defects do not include natural wood characteristics, shade variation, grain variation, appearance variation, environmental damage, installation-related issues, or damage caused by improper use or maintenance.



1.4 APPEARANCE & MATERIAL CHARACTERISTICS

TAG Wood Veneer Collection products are designed to provide refined aesthetics with the authentic warmth and texture of wood. Natural visual variation is expected and is not considered a defect.

Normal wood veneer characteristics may include:

- Color and tone variation
- Grain movement and direction variation
- Knots, cathedrals, mineral streaks, and natural figuring
- Shade differences between panels, doors, sheets, components, or batches
- Slight differences between samples, photography, renderings, and installed material
- Minor variation caused by lighting conditions
- Normal aging, oxidation, patina, or color change over time
- Differences in appearance between flat cut, quarter cut, rift cut, or other veneer cuts
- Slight variation in sheen, texture, and finish appearance
- Visible seams, panel joints, or grain transitions depending on fabrication method

Samples are representative only and may not show the full range of color, grain, movement, or natural variation. Final appearance may vary depending on veneer batch, lighting, installation location, panel layout, fabrication details, and finish selection.

These characteristics are inherent to wood veneer and are not covered under this warranty.

1.5 FABRICATION & DIMENSIONAL STABILITY

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

Covered only if caused by confirmed product manufacturing failure:

- Veneer delamination before installation
- Abnormal panel instability unrelated to installation or environmental conditions
- Excessive warping caused by confirmed product defect
- Manufacturing-related failure of veneer adhesion

Not covered:

- Warping caused by improper fabrication or installation
- Swelling, cracking, checking, splitting, bubbling, or lifting caused by moisture or humidity
- Failure caused by inadequate substrate, cabinetry, framing, or structural support
- Failure caused by incorrect adhesive, fastening, pressing, bonding, or finishing method
- Failure caused by unsealed edges, exposed cores, or improper edge treatment
- Failure caused by jobsite movement, building settlement, or substrate movement
- Damage caused by thermal shock, direct heat, or rapid temperature changes
- Panel movement caused by lack of acclimation or improper climate control

The fabricator, installer, contractor, and/or project team are responsible for verifying that all substrate, support, field measurements, panel layouts, clearances, fastening methods, edge conditions, and installation conditions are suitable before fabrication and installation.

1.6 HEAT, MOISTURE & CHEMICAL EXPOSURE

Wood veneer products are intended for approved interior applications only. The material must not be exposed to conditions outside TAG's approved use guidelines.

Not covered:

- Damage from water, steam, plumbing leaks, standing moisture, or wet cleaning methods
- Swelling, bubbling, lifting, delamination, staining, or discoloration caused by moisture
- Damage from excessive humidity, lack of humidity control, or long-term vacancy without climate control
- Damage from heat sources, radiators, appliances, cooktops, heat lamps, fireplaces, or direct heat exposure
- Cracking, checking, discoloration, or finish failure caused by rapid temperature changes
- Color change, fading, yellowing, or darkening caused by sunlight or UV exposure
- Damage from harsh chemicals, solvents, acids, alkalis, alcohol-based cleaners, ammonia, acetone, industrial cleaners, or abrasive cleaners
- Mold or mildew caused by surrounding conditions, improper ventilation, or lack of maintenance

Important Notice:

Wood veneer is a natural wood-based material and must be protected from moisture, heat, UV exposure, and uncontrolled environmental conditions. Failure to maintain proper interior 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, pressing, bonding, finishing, or edge treatment
- Improper adhesive use, fastening, clamping, or installation method
- Incorrect or insufficient substrate, cabinetry, framing, or support
- Failure to acclimate material prior to installation
- Failure to seal exposed edges, cutouts, or vulnerable areas
- Installation over unstable, uneven, wet, contaminated, or unsuitable substrates
- Installation before the building is fully enclosed and climate controlled
- Installation of material with visible defects
- Installation in wet areas or exterior areas unless approved in writing by TAG
- Installation in areas not approved for wood veneer use

2.2 PHYSICAL DAMAGE

Not covered:

- Scratches, dents, chips, gouges, scuffs, abrasions, or punctures
- Damage from impact, dropped objects, tools, construction activity, or abuse
- Damage from dragging furniture, appliances, equipment, or heavy objects against 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, cracks, dents, or breakage caused by misuse
- Damage from excessive weight, point loads, vibration, or structural movement
- Normal wear from daily use

Normal wear 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
- Moisture, water, steam, plumbing leaks, or high humidity
- 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 color, tone, grain, figure, knot, and texture variation
- Shade differences between batches, panels, sheets, doors, or components
- Differences between samples, images, renderings, and installed material
- Grain mismatch, unless a specific matching requirement was approved in writing
- Visible seams, panel joints, or transitions unless caused by verified manufacturing defect
- Gloss changes, surface dulling, or minor finish variation
- Normal aging, oxidation, patina development, or wear patterns
- Color change caused by sunlight, heat, moisture, 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 TAG Wood Veneer Collection.

2.5 MAINTENANCE-RELATED DAMAGE

Not covered:

- Use of abrasive cleaners, harsh chemicals, solvents, acids, alkalis, ammonia, acetone, or industrial cleaners
- Use of steel wool, abrasive pads, rough cloths, or improper cleaning equipment
- Wet cleaning, steam cleaning, soaking, or excessive water exposure
- Failure to wipe spills promptly
- Failure to protect the surface from heat, sunlight, moisture, sharp objects, or impact
- Use of non-approved oils, waxes, polishes, or refinishing products
- Damage caused by sand, grit, debris, dyes, inks, cosmetics, 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 adhesives, sealants, primers, fillers, or finishing products
- Installation before the building is fully enclosed and conditioned
- Failure to document site conditions when requested
- Lack of temperature and humidity control before, during, or after installation

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

3. CLAIM PROCEDURE

To file a warranty claim, the 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
- Fabrication and installation details
- Installer and/or fabricator information
- Photos and written description of the issue
- Maintenance history
- Jobsite condition reports, if requested
- Substrate, cabinetry, or support documentation, if requested
- Environmental records, including temperature and humidity conditions, 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. 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, sanding, staining, or polishing labor
- Moving furniture, appliances, plumbing fixtures, equipment, or accessories
- Disconnecting or reconnecting plumbing, electrical, sinks, appliances, or fixtures
- 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

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, or support
- Product is properly acclimated before installation
- Approved adhesives, sealants, fasteners, and fabrication methods are used
- Product is protected from moisture, heat, impact, chemicals, UV exposure, and misuse
- Interior temperature and humidity are properly maintained
- Approved maintenance methods are used
- Purchase proof is retained

This warranty applies to all TAG Wood Veneer Collection products, including all approved colors, finishes, panels, doors, cabinetry components, wall applications, vanities, closets, shelving systems, millwork elements, and fabricated components, unless otherwise specified in writing.

Warranty coverage and performance may vary depending on product selection, veneer characteristics, site conditions, fabrication quality, installation quality, climate control, 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.

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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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