



## RESIDENTIAL LIMITED WARRANTY

Congratulations & welcome to the TAB Quartz family! TAB Quartz is a HIGH GLOSS, HIGH DENSITY Quartz Surface from TAB India. Its rigorous internal quality systems ensure the supply of the highest quality products to its customers. Thanks to its superior and unique characteristic properties, TAB Quartz needs minimal maintenance.



### USAGE AND MAINTENANCE GUIDELINES

Whilst TAB Quartz is highly scratch and stain-resistant, it is not stain & scratch-proof. We recommend any spills be wiped up immediately and never cut directly on your benchtop or drag heavy or sharp objects across your benchtop.

Thermal shock can result from heat-generating sources such as hot water pipes, cooktops and dishwashers. We recommend that all pipes are thermally insulated and tap holes are sufficiently oversized to avoid heat transfer. Dishwashers can generate significant amounts of heat. It is therefore recommended that moisture resistant MDF board is installed as a heat barrier. Sufficient space should be kept between the cooktop and surrounding benchtop edge to minimize heat transfer.

For everyday cleaning, use a PH neutral, non-citrus cleaner and wipe with a soft cloth or sponge.

However, TAB Quartz entrusts the responsibility to the stone fabricator to ensure that slabs are checked thoroughly for any manufacturing defects: spots, color variances, size, thickness and straightness of slabs before fabrication. Similarly, the stone installer needs to take all precautions and care while handling and installation.



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## WARRANTY TERMS & CONDITIONS – RESIDENTIAL APPLICATION

TAB QUARTZ comes with a 15-year warranty for residential applications. The warranty scope and applicability are as follows:

1. TAB Quartz offers a limited warranty to the original customer for 15 years from the date of installation.
2. The warranty covers manufacturing defects only and does not cover the subsequent fabrication and installation defects.
3. The Warranty is limited to replacing the material (or) refunding the value of the product (or) repairing the product as the case may be that is deemed fit. The warranty does not cover the fabrication and installation cost of the material. Although TAB Quartz shall make its best effort to repair or replace the defective material with a best possible color match, it cannot be guaranteed that the replacement item will be an exact color match with the original.



### Warranty does not cover:

**Normal wear & tear** - The normal wear & tear and surface scratches of the surface due to routine usage are not covered. Honed finishes will show wear marks from day-to-day use. These are normal and will not be covered by this warranty.

**Use for Commercial purposes** - If the product is used for commercial purposes e.g. purposes other than residential home interior applications, the warranty will not be applicable. Commercial use includes, but is not limited to, use in a store, rental properties, office or any other place of business.

**Improper Installation** - Any defect or damage to the product arising from work done by anyone other than TAB Quartz will not be covered. The fabrication and installation of the product by other parties (other than approved fabricators) will also void the warranty.

Also, the defects that arise due to improper laying or zero-gap jointing of the cut-to-size pieces will not be covered (laying needs to be done with a specified gap between the cut-to-size pieces to accommodate expansion & contraction, due to temperature variations).



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**Unintended Applications** - The use of the TAB Quartz product for flooring, fireplaces or in outdoors or in areas where such usage is not recommended will not be covered.

**Exposure to UV & Chemicals** - The discoloration of the product due to direct sunlight over prolonged periods of exposure either at the dealer site (or) at the fabricator's site (or) at the customer site and also damage to the Product due to prolonged exposure to chemicals or solvents beyond the permissible concentration will void the warranty.

**Product Modification** - Any modification or alteration to the surface of TAB Quartz like hand polish, buffing etc, or any damages that occur due to removal/ relocation/ replacement/ alteration of the product are not covered. The warranty applies only to the first-hand installations.

Also, this warranty does not cover any damage or flaws in the material that is the result of the structural degradation or modification by the fabricator including but not limited to: bending, curving, milling or reduction in the thickness of the material.

**Thermal Shock** - Damage caused by placing hot pots/ pans (including electric fry pans) on the surface beyond the allowable contact temperature will void the warranty.

**Improper maintenance** - Any defect or damage as a result of the product not being cleaned following the TAB Quartz maintenance guidelines will void the warranty.

**Batch Wise Color Inconsistency** - This warranty does not cover natural variations in the color, size, shape and distribution of the pattern or the natural variations in background tone which are the inherent properties of the product. These characteristics are inherent and unique characteristics of the product. Color samples provided to customers, dealers and fabricators are only a representative and not an exact replication of the actual product.

**Minor Spots** - Very fine spots/ blemishes that are smaller than the size of 0.20 mm, which are normally not visible to the naked eye when viewed from a distance of 1 Mtr.

**Seam appearance** - Variations in color, pattern or shade of the material which result due to negligence while laying/ fabrication are not covered. TAB Quartz surfaces are made from natural materials and some color, pattern or shade variation will occur between batches. Care needs to be exercised while laying/ fabrication.

Also, the defects apparent at the time of fabrication but not avoided/ brought to the notice of the company will not be entertained in the warranty.



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**Fabrication Material failures** - Damage caused to TAB Quartz products at the time of installation, due to the failure of other supplementary installation ingredients like adhesives, caulking materials, mechanical accessories, support structures, etc. is not covered.

**Installation without following the SOP** - Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the fabricators and/ or customers will void the warranty.

**Mishandling** - Damage (cracks) caused due to any kind of abuse of the product or damage caused as a result of mishandling and damages caused due to dropping/ placing heavy metallic objects (beyond the permissible mechanical characteristics of the product) will not be covered. Surface level defects due to bad preparation of the substrate are also beyond the scope of this warranty.

**Use of Improper Tools** - Edge chipping due to the improper handling (or) not using the right fabrication tools or methods will not be covered. Also, mitred edges where the joint is not cut correctly are beyond the scope of this warranty.

**Inherent defects for special colors** - Minimal pitting & hair-line cracks in the mirror chips that are usually unnoticeable on Galaxy type colors on the surface are inherent micro-level defects, that may occur during the manufacturing process of grinding mirror or glass-studded slabs and hence, will not be covered by this warranty.

**Payment Due** - This warranty does not cover products that have not been paid for in full.

**Non- Transferable** - This limited warranty is non-transferable and does not cover claims made by subsequent owners of the product. Also, this warranty does not cover the residences where the owner is not the occupant.

TAB Quartz is not responsible for damage or injury caused in whole or in part by acts of nature, job site conditions, architectural and engineering design, structural movement, acts of vandalism, or accidents.

No modification of warranty is legally binding except those made in writing and countersigned by the competent authority (Chairman/ Managing Director) of TAB Quartz.

TAB Quartz shall not bear any responsibility for the costs incurred towards fabrication/ removal/ installation of the defective product.



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## **REGISTRATION AND CLAIM**

To make a claim or obtain service under this Residential Limited Warranty, please write to/ call us with the following details:

1. Your Name, Address and Telephone Number
2. Proof of Purchase
3. Claim Details

To file a warranty claim, you must contact TAB Quartz/ Fabricator/ Retailer within 30 days of the failure of the product.

TAB Quartz representative will respond to your query within 7 working days.

# **TAB**QUARTZ

(A 100 % EOU UNIT OF TIGPL)

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