

A modern kitchen featuring a white quartz countertop with a sink and a black faucet. The countertop is set against dark, sleek cabinetry. Above the counter, a cluster of glass bubble pendant lights hangs from the ceiling. In the background, a wine rack is visible, filled with wine bottles and glasses. The overall aesthetic is contemporary and sophisticated.

TAB QUARTZ

LIMITED RESIDENTIAL WARRANTY

HIGH-DENSITY QUARTZ WITH LUSTER TECHNOLOGY



RESIDENTIAL LIMITED WARRANTY

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

USAGE AND MAINTENANCE GUIDELINES

TABQUARTZ surfaces are highly compacted and dense, hence requires minimal maintenance. Our surfaces are resistant to staining by most household items. We recommend daily cleaning of the surface using a soft, non-abrasive cloth and a neutral cleaning agent. Always make sure to clean any kind of spills promptly before drying.

Whilst TAB Quartz is highly scratch and stain resistant but, they are not stain & scratch proof. Never cut anything using a metal knife directly on your bench top or drag heavy or sharp objects across your bench top. Never use Acetone for surface cleaning as it may dull the finish. We recommend using Isopropyl Alcohol / Alcohol-based cleaners for tough stains which cannot be removed by normal cleaning agents.

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 a moisture-resistant MDF board is installed as a heat barrier. Sufficient space should be allowed between the cooktop and the surrounding quartz bench top edge to minimize heat transfer.

For Darker colors and alternate finishes like Satin / Honed, the same cleaning practices can be followed but more frequently as the surface is more prone for daily usage marks, fingerprint marks, oil smudges, metalmarks, etc.

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.

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 the manufacturing defects but does not cover the subsequent fabrication and installation defects under this warranty

3. The Warranty is limited to replacing the material (or) refunding the value of the material (or) repairing the material as the case may be that is deemed fit. The warranty does not include the fabrication and installation cost of the material. Although TAB Quartz shall make its best effort to repair or replace with the best possible color match, it cannot be guaranteed that the replacement item will be an exact color match to the original.

Warranty does not cover:

Normal wears & tear -The normal wear & tear and surface scratches of the surface due to routine usage. Honed finishes will show wear marks from day to day use. Those marks are considered normal when dealing with a honed finish 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. 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. The fabrication and installation of the Product by other parties other than approved fabricators.

Also, The defects that arise due to improper laying or zero-gap jointing of the cut-to-size pieces (laying needs to be done with a specified gap between the cut-to-size pieces to accommodate expansion & contraction, due to temperature variations).

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

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. Damage to the Product due to prolonged exposure to chemicals or solvents beyond the permissible levels.

Product Modification- Any modification or alteration to the surface of Quartz like hand polish, buffing, etc. Any damages that occur due to removal/relocation/replacement/alteration of the product. The warranty covers only the permanently first-time installed product.

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 reducing 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.

Improper maintenance – Any defect or damage as a result of the Product not being cleaned following the TAB Quartz maintenance guidelines.

Batch-wise Color Consistency - This warranty does not cover natural variations in the color, size, shape, and distribution of the pattern of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers, and fabricators are only representative and not an exact replication of what will be installed in your home.

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- Batch variations in color, pattern, or shade of the material are not taken care of while laying / fabrication. Quartz surfaces are made from natural materials and some color variation will occur between batches. Care needs to be exercised while laying. Also, the

defects were visible at fabrication time but not avoided or brought to the notice of the company.

Fabrication Material failures - Damage caused to Quartz product at the time of installation, due to the failure of other supplementary installation ingredients like adhesives, caulking materials, mechanical accessories, support structures, etc.

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

Mishandling- Damage (cracks) caused due to any kind of abuse of the Product or damage caused as a result of mishandling. Damages are caused by way of dropping/placing very heavy metallic objects (beyond the permissible mechanical characteristics of the product).

Surface level defects due to the bad preparation of the substrate

Use of Improper Tools- Edge chipping that is caused due to improper handling (or) not using the right fabrication tools or methods. This warranty does not cover mitered edges where the joint is not cut correctly.

Inherent defects for special colors and alternate finishes- Very small pitting & hair-line cracks in the mirror chips, that are normally unnoticeable on Mirror and Glass type surface. These are inherent micro-level defects, that may occur during the manufacturing process of Mirror or glass studded slabs.

Our Residential warranty excludes temporary signs of usage like fingerprint marks, oil smudges, metalmarks, etc. which are inherent to the alternate finishes & darker colors and other defects due to poor maintenance practices.

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 your home. This warranty does not cover the residences where the owner is not an 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 signed by the competent authority (Chairman / Managing Director) of TAB Quartz

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



REGISTRATION AND CLAIM

To make a claim or obtain service under this 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 failure. TAB Quartz representative will respond to your query within 7 Working days

TABQUARTZ

(100 % EOU UNIT OF TIGPL)
NH – 7, Nallaganakothapally
Krishnagiri Road, Koneripalli (P O)
Hosur, Tamil Nadu – 635117
INDIA

Tel: 04344 -0257150
Fax : +91 4344 257 461

e-mail: info@tabindia.com