

# Absolute black granite

Authored by: **Maurizio Bertoli** [mailto:[mbstone.com](mailto:mbstone.com)]

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We bought this tile called absolute black granite from Lowes and it is etching and turning lighter. It's been installed for 2 weeks only. Per your article, Lowe's came out and looked at it and said they never saw anything like that and they sold millions of pallets and I was the first problem they ever saw. They offered to give us a much better and more expensive tile, but won't pay for me to have it reinstalled. It's already on my countertops. How do I prove this is consumer fraud. Why should I have to pay another installation fee, it's faulty. Where do I send it for testing and could you please help us. Thank you. 772-341-3114 if you want to call, otherwise I look forward to hearing your input.

Dear Karen:

Do you have a good attorney?

Normally you would not need any attorney, but against a giant like Lowe's you most likely will, also because it is probably possible "if you have the "attorney" to have the whole issue taken to a grand jury trial.

No matter what, your case is black and white and there's no way on earth that you can lose, with the right attorney and the right expert at your side. They can come up with all the dances and songs they want, but their black "granite" does not perform like granite should, and that is that "no matter how many gazillions of containers they buy and sell in one single day.

We will assist you all the way.

This is what you have to do:

1. Stop any direct verbal communications with them and write them a certified letter stating your case and demanding full replacement of the tiles, including the cost of the installation; or else you will take proper course of action without further ado, which will include "but will not be limited to" pressing charges on consumer fraud with the local D.A. office. (For a small \$35.00 fee, we can prepare this letter for you.)
2. If they will not comply with your request, no matter what they answer differently just ignore them; your next step is to file with the local Better Business Bureau. Those big companies are very sensitive when their dirty laundry starts going public. If a local newspaper has a section for consumer advocacy, you will also bring the issue to their attention with our technical articles and anything else I will suggest you to produce.
3. If even this will not obtain the desired result (never accept and totally ignore any compromise), you will have your attorney (but it has to be the "one!") write them a "cease" letter, indicating your intention to have them prosecuted on consumer fraud charges and take your case to federal court.
3. 4. If even this will not obtain the desired results, your attorney will start the procedure, and we will be available all the time to assist you with the most bullet-proof expertise available.

Keep us posted.

May I ask you now to please read and e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm>  
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Ciao and good luck,

Maurizio Bertoli