

# Black galaxy granite floor tiles - black coming off

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Hi Maurizio, we have recently had black galaxy granite floor tiles fitted in the kitchen. No matter how often i clean them, they still look very dull and if you buff them with a cloth, black comes off? what is the best way to bring back the shine? and do i need to seal the floor? Can you help please?

Dear Jules:

And why should be black come off?

Quite simply: because somebody (the factory) put it there.

Translation: You've been taken.

Elaboration: Those are maliciously doctored tiles of a very low-quality Black Galaxy that is naturally gray. To make them appear black and therefore more sellable, the manufacturer slapped some sort of black "shoeshine" onto it, which of course is now coming off.

It is a criminal activity that's been going on for years totally unopposed.

Apparently consumers like to be taken like that, since they gripe like crazy, but then they don't take any effective action.

Your right is to have those tiles replaced at the dealer expenses: new tiles (non-doctored), cost of the ripping of the existing floor and installation of the new one.

I can tell you that if it were my floor that retailer would find his fat behind in front of the desk of the local DA office on consumer fraud charges so fast that he wouldn't even know what hit him!

Now, if you want to see your right recognized you have to take action and we could help you big time.

If not, learn how to live with that crap: there's nothing that you can do or apply to it to make it any better than it is now. Actually, it will even become worse before it stabilizes.

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

Ciao and good luck,

Maurizio Bertoli

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