

absolute negra black granite floor tile

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

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Can you help me, I have recently had laid a very expensive black granite tile. When the floor was laid it was evident that the tiles were all very different colours ranging from glassy deep black to a grey-black with an almost matt appearance. Also some of the tiles had a stain. The supplier states that the colour variation is normal in black granite and is refusing to replace. Can you tell me if variation as I describe and the staining is considered normal- I am taking this matter to consumer rights but would value your views

Dear Margaret:

“The supplier states that the colour variation is normal in black granite and is refusing to replace.”

What a shocker!... L

“Can you tell me if variation as I describe and the staining is considered normal?”

If your description is accurate, it is not normal at all “not even a tiny bit: a black “granite” tile floor should be as uniform as they come.

“I am taking this matter to consumer rights.”

What country are you sending your query from?

Could you tell me a bit more about this “consumer rights” of yours?

I don't know the law of your land, but a written document is hardly a proof in all the courtrooms across the planet I know of. You will most likely need an expert on your side, and if you live in a country where we have connections (as marblecleaning.org) we may be able to assist you.

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

www.marblecleaning.org â€“ The **Only** Consumers' Portal to the Stone Industry Establishment!