

stain in granite...dull like fog

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PLEASE HELP! I'm a housekeeper and accidentally sprayed TILEX on the countertop when I came back i've notice the white spot like a fog, I brought the granite cleaner and cleaned it again but still there what should I do..the owners will kill me...HEEELP!

Dear Nadia:

To put it down nicely, you're in deep you-know-what, alas! L

The good news is that you came to right place to solve your problem.

Unfortunately, our assistance will not enable you to fix that type of damage, because " assuming that there's any solution " only a proven stone restoration professional could pull it off.

However, we will help you getting out from the heap of accusations that you might get buried under.

Why and how?

Quite simply, because since granite does not get affected by a product like Tilex, it only means that the stone they have is not granite at all; and that is not your fault. This will switch the responsibility of the entire mess to the fabricator/installer and the stone dealer that have been involved in that project, if they sold that stone as granite.

How will we help you?

Have the homeowner contact us. If they are interested a getting to know the real truth in the matter, they should do that, because, assuming that in the best case scenario that surface damage could be repaired, it will happen over and over again every time they will spill something pH active on their countertop! My direct-line phone number is: 1(732)495-5019 and I am in NJ, on the East coast.

And if they won't do that and try to hold you responsible for anything, we will defend you legally at no cost.

But in the meantime, why don't you start our investigation by telling us what kind of "granite" they have? If you don't know the name, you could give me a description: color, for instance. Or even better, you could send me a picture of the damaged area. Who knows, maybe it's marble and they are aware of it " which will change the whole scenario.

So, please, do that and, in the meantime, relax. We've got you covered, Nadia, and we won't let anything unfair happen to 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 " The **Only** Consumers' Portal to the Stone Industry Establishment!