

Problems with Granite supplier

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Hi Maurizio, I ordered Absolute Black granite countertops for my bathroom vanities. I had told them I wanted Premium Absolute Black, and they agreed to give me Premium and they charged me Premium prices (the written quote just mentions Absolute Black but I didn't think anything about it because we verbally agreed to the Premium). The granite doesn't look like absolute black though. The granite is more dark gray with LOTS of the white sprinkled throughout. Am I being mislead? Is this really absolute black? How can I tell if I'm being ripped off. Best Regards, Trey

Dear Trey:

By description of it, yes, you've been ripped off.

I don't know about "premium" (that's a vague definition with no real standard to be compared with; but what I do know is that the denomination Absolute Black or Black Absolute or Nero Assoluto legally belongs exclusively to the black "granite" quarried in South Africa. It is widespread industry practice to label all black absolute every black "granite" the merchants feel like calling so, but, like all too many practices in the stone industry, it is illegal.

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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

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