

granite countertops

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The fabricator buffed out a scratch in our granite countertop, in the process he also took off the shine in that particular area. He says there is nothing he can do to put back the shine. I am disappointed because if I had known I would never have had him buff out the scratch. Can you give me advice on how to solve the problem?

Dear Angela:

Oh boy!!... :-)

If he knew that he can't face-polish granite, why on earth did ever take the project of removing your scratch.

And now there's nothing that he can do???... That's all??... That's the end of it??...

Sounds to me like an easy (and pathetic) way out if you ask me. He's 100% responsible for the damage and he has to pay for it â€" period.

Get hold a reputable stone restoration contractor in your neck of the woods and then, when you find one that says that he can do the job, you call your fabricator and demand him to pay the stone restoration contractor **in advance**. Tell the contractor to give you an estimate double of what he would be charging for the job.

Why?

Because **if** your fabricator will not agree to pay, it's Small Claim Court time and you **must** have an expert with you. (You certainly do not need an attorney: just an expert and a few pictures.) Hence, the stone restoration contractor must be compensated for the time he will have to spend in court to testify!

If he will agree to pay instead, at the end of the job you will break him the good news that the stone restoration contractor finished faster that he thought and that therefore there's going to be a discount on the estimated cost. At that point, you will send your fabricator a check for the difference that he already paid.

And everybody's happy!!... :-)

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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