Granite Edge

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Dear Maurizio, Recently (in May), I had granite countertops installed in my kitchen. My husband and I chose Labrador Gold with an ogie edge. The edge on the island is uneven in one spot. The installer said that it was due to a weakness in the stone and that when the edge was polished it may have broken away. He says such things are bound to happen in natural stone and that there really isn't anything they can do. I don't feel this is acceptable. Can you tell me what my options are? Secondly, how can I tell if my granite is good? Meaning - there seem to be a lot of fizures/ little cracks that I can feel when I run my hand across the top. Is this normal? Thanks for your help!

Dear Nicola:

Without actually seeing your countertop I can't venture any comment.

The issue about the uneven edge could not be contemplated by industry standards, even if there were any. As for the fissures, etc. those kinds of stones are prone to that and it's their natural characteristics. The vast majority of granite and "granites― are like that. Of course, if they are too many, then one might have a case; but, like I said, without actually seeing your stone I can't make any assessment. Sorry.

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,

Mauri zio Bertoli

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