

Benissimo Absolute Black granite tiles

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I've tiled my kitchen countertop with Absolute Black granite tiles manufactured by Benissimo (www.benissimosystems.com). The problem is that they stain a lot - we have rings, partial rings and spots in couple of places already (after ~2 months). I followed manufacturers instruction which was to seal with penetrating sealer. I used StoneSpecific's granite sealer - http://www.jamoinc.com/body/products/care/navLeft_penetratingsealers.html. I am confused because I found some suggestions on the web (<http://www.findstone.com/curegran.htm>) that such granite should not be sealed and it's the sealer that might be causing these rings/spots. These spots are not moisture spots because they are lighter than tile (they are really bad when looking at an angle - you can see light reflecting differently on the rings/spots). Is there any way to remove them? What would you suggest? Thank you. Dawid.

Dear Dawid:

Well, obviously either those "granite" tiles were doctored by the factory, or they're made of some black "granite" that's sensitive to acidic substances.

Either way it's consumer fraud big time and you have the right to demand your money back, or else.

The question is: how far are you willing to go to see your consumer's rights protected if they refuse?...

I would start with an official letter demanding your money back, and, if they refuse, file with the BBB.

After that, if they still resist, your only option is to take them to court. It's a sure case but costly, considering that you wouldn't be able to file with your local court, but the court of the seller.

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Ciao and good luck,

Maurizio Bertoli

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