

# New black granite worktops marked and dull

Authored by: **Maurizio Bertoli** [mailto:[mbstone.com](mailto:mbstone.com)]

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Maurizio, We have recently has a new kitchen installed. Our absolut matt black granite worktops are just such a disappointment. They are dull, have pale white marks all over them - they look like they haven't been cleaned. I have tried cleaning them, but they still look the same. They are also marking so easily, any water split and not wiped up immediatleyl leaves a mark. In addition there is a join in the middle of one side of the granite, it appears they have tried to buff this out, but the difference in colour and the join line are very clear. I have had the kitchen people in to look at the granite and was initially told that natural stone has imperfections and needed to live with it. After putting up a serious fight they have agreed to get their granite specialist to take a look, but I feel I need to have as much information as possible to ensure that they sort this out. Can you please help?

Dear Samantha:

For me to be able to help before your granite specialist gets into the picture and, maybe, gives you a story and a song of sorts like the kitchen people did, I need more information.

1. Was your "granite" sealed or was a color enhancer applied to it instead?
2. If neither of those to things was done to it, which black "granite" is it? A vague definition of Absolute Black or other rubbish like that is not acceptable: you want to know where it comes from and which type it is. It is your right as a consumer to know that. Also demand for the Manufacturer Safety Data Sheet (MSDS) of that stone; they **must** be able to supply that - it's the law. (This is gonna be fun!... I'm preparing your case here.)
3. You demand to know why they ground at the seam and then they were not able to matche the rest of the finish of the stone's surface.
4. You demand that they tell you exactly what kind of maintenance procedure and products you're supposed to use to enjoy - and I mean, **enjoy** your stone countertop. Vague answers or the indication of procedure and product that won't work are not acceptable.

Get back to me with all the answers and then we'll take it from there. Be tough, stand your ground and don't let them give you any garbage; I'm on your corner! :-)

In the meantime...

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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