

dull marks on black galaxy

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

Saved From: <https://marblecleaning.org/knowledgebase/article.php?id=367>

Hi Maurizio we had what we thought was black galaxy worktops installed 8 months ago. I have been VERY carefull with every day care but after a few weeks we noticed a dull mark appear over time the mark has got much worse and more have appeared in pathces over the work tops. The installer did apply a sealant and tells me that it was also sealed in the factory. I know that this granite was imported from china. do you think that the granite has been doctored or the problem lies with hte sealer. i would be most grateful for your advise. regards alison

Dear Alison:

I realize that you don't reside in the USA. (Nobody uses the word worktop here in the colonies!...)

If you live anywhere but Down Under we can't help; but if you live in Oz, then we could.

Your problem is a clear case of malicius stone doctoring: due to a poor quality "Black Galaxy" (gray instead of black), the factory applied some sort of black "shoe shine" to the slabs to make them appear black. It's a clear black and white case of consumer fraud - a criminal activity that can amd should be prosecuted by the law enforcement authorities; but if you live anywhere different from the USA or Australia, you're on your own. If you do reside in any one of those two countries, we could help you.

But please, understand: if you're not ready to go all the way with this one, pardon me for being blunt, but don't even think of contacting us. We have no time to waste with quitters who get cheated out of their money, do nothing about it and let the crook continue their deeds and prosper.

Wherever you are, m ay I ask you now to please read and e-sign our Statement of Purpose at:

http://www.marblecleaning.org/purpose.htm?_J

Ciao and good luck,

Maurizio Bertoli

www.marblecleaning.org â€™ The **Only** Consumers' Portal to the Stone Industry Establishment!