

absolute black granite

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We had our kitchen counter top replaced with absolute black granite counter top but from what we saw from the show room to what was installed, it seems like a different color/variation of granite. The counter top sample we saw had no specs of golden/gray dots randomly distributed thought out the counter top but ours did. To my understanding no two slabs are the same but all 4 pieces of my counter tops have these specs. Did I get what I paid for? or is this the variation of "absolute black Granite?" Also some area of the counter top has a slight discoloration/dullness under bright lights, can I fix it? ... Please advise how I should deal with these problems or am I over reacting. Thanks, Sarah

Dear Sarah:

You're not over reacting.

First off, legally only the black "granite" coming from a specific quarry in South Africa can be called "Black Absolute". And I doubt very highly that what you saw at the showroom is it. (It's very expensive and our brokers like better paying less for some other black "granite" and then label it as "Black Absolute". Nobody's there to enforce the law, anyway. But that's another story.)

What you got is probably Black Galaxy, a Norite from India . Extremely good stuff and even better than any other black "granite" including the real "Black Absolute". Very expensive, too.

So why should they give you a more expensive stone instead of what you saw at the show-room?

Well, unless you believe in Santa, there must be something fishy about it!

Two of your sentences bother me:

1. The mention of gray dots. The good "Black Galaxy" has only golden specks, not gray. The gray ones are the indication of a lower grading or the origin of the stone from a different and less quality quarry.
1. The mention of a "ghost stain"! You should have that. Only maliciously doctored slabs of Black Galaxy show that. If that's the case, they will become more and more and it only means that you've been screwed royally. Malicious doctoring is a rampant criminal activity that infringes the consumer protection act.

It may be too early to call foul, but, all things considered and to stay on the safe side, you should refuse the countertop and demand to have the very some type of stone that you saw in display. Variations can be accepted, but a different stone altogether, no.

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

