

# Crack or fissure?

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Dear Maurizio, after 7 months of pain and suffering with Home Depot and the granite manufacturer in our area, our beautiful granite countertops finally arrived yesterday. We chose Labrador Antique with a pencil edge. To add to our pain and suffering, the installers brought in the largest and most important piece in the kitchen, and set it down on the island part. Well there is a very unsightly "fissure" that runs the width of the island, down the edge and underneath! In my language, I call that a crack! The installers immediately stopped working and called the boss to come examine the piece. Of course the owner says it is a "natural" occurring fissure, and that it adds beauty to my stone!!! If I wanted fissures, I would have chosen a different type of stone, but I didn't, so I chose Labrador Antique. There is also another piece that has the same crack; likely the continuation of the first piece that was put somewhere else. And finally, the edging has gouges and is uneven. In your opinion, if a fissure extends the width of the piece and shows underneath the 1 1/4 in. thickness, is it a crack? and is it fair to ask for replacement without a crack? thanks in advance. Sylvie

Dear Sylvie:

Long detailed questions that can be answered with a very short answer:

**That "fissure" is a crack!**

And if the fabricator insists that it is "a natural occurring fissure and adds beauty to your stone", kindly tell him that you're overwhelmed by his generosity for offering you such a "unique" and amazing "thing of beauty" at no extra-charge, but you must decline because you don't really feel worthy of such incredible munificence. Therefore you will insist that he takes his "extra-beautiful" piece of stone and go install it in his sister's home; she sure will appreciate that unbelievable "natural" masterpiece!

If they give you any other aggravation, have your attorney write them (and the Home Depot) a "nice" letter. If push comes to shove, we will assist you in court with our expertise at no charge, other than the mere traveling expenses, hoping that at least you e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm?>

And don't settle for a replacement: **you will demand your money back in full** and make sure that they are also held accountable if they damage your cabinets while removing that piece of garbage. The quality of the edging as you're reporting it to me makes you conclude that you don't need no "Michelangelo" like that in your life!

Ciao and good luck,

Maurizio Bertoli

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