

GRITTY GIALLO VENEZIANO

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WE RECENTLY HAD THIS GRANITE IN STALLED IN OUR KITCHEN. WE CONTINUALLY FIND A GRITTY SUBSTANCE ON THE SURFACE. MY FIRST CALL WAS TO THE GUY WHO SOLD US THE CABINETS SINCE HE IS THE ONE WE PAID FOR THE GRANITE. HE HAD THE FABRICATOR COME OUT TO LOOK AT IT AND HE TRIED TO TELL ME THAT THERE IS NOTHING ON TOP OF THE STONE. HE SAID IT'S THE NORMAL IMPERFECTIONS OF THE STONE THAT I FEEL. I EXPLAINED THAT AFTER I WIPE IT DOWN IT FEELS LIKE GLASS AND I DON'T FEEL THOSE SO-CALLED "IMPERFECTIONS". THAT WAS WHEN HIS TONE CHANGED HE BASICALLY TOLD ME OUR PROBLEM WAS WITH THE STONE YARD THAT SOLD US THE SLAB WHO NEVER MADE US AWARE OF THIS. I AM JUST BEGINNING TO PERSUE THIS. I DID CALL THE CABINET GUY BACK AFTER THE FABRICATOR LEFT. HE IS SUPPOSEDLY GOING TO FOLLOW-UP WITH SOMEONE, STONE YARD OR FABRICATOR. WE'LL SEE.....SANDY

Dear Sandra:

And what is exactly that you expect me to say?

As long the industry is pretty much unregulated and every stone they feel like is sold as granite, and, to top it all, there's no mandatory disclosure of the grading of the single slabs, this will continue to happen.

In your case you've got a stone that's not granite (what else is new?) and that, going by your description is a low grading slab. (FYI, it's garnet gneiss.)

Is there anything that can be done?

Sure!

And the answer is marblecleaning.org, which is meant to be the advocate of the consumers and consumers-to-be of natural stone and have their voice heard loud and clear within the complacent stone industry establishment.

All we ask from you and all other inquirers that we help out, is to e-sign our Statement of Purpose, thus giving us the support that only the numbers could possibly give us.

May I ask you now to please read and e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm>?

Ciao and good luck,

Maurizio Bertoli

