

New cohiba granite kitchen worktops

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We are in the process of having a new kitchen installed and we have hit several serious issues with the installation and quality of the granite worktops and we would like your professional advice before we take any further steps. The problems include:-

1. The granite is NOT what we were expecting. We saw only a small sample of the granite in the showroom and, not knowing anything about "cohiba" we thought we were buying a plain black granite top. However, as you are no doubt aware, the cohiba is far from plain, looks random and fissured is is absolutely NOT to our taste at all. We feel that it was misrepresented by the small sample in the showroom and if we had been given the opportunity to see a large slab, we most certainly would NOT have selected this material. To add insult to injury, the largest fissure/repair/eyesore is right in the centre of the feature peninsular worktop. One part of the eyesore looks like a large "L" and is obviously manmade and the other part of the eyesore looks like a 2" square piece of insulating tape that has been stuck to the worktop. We hate it, but we have been told that its what we chose, so there is nothing anyone can do about it, unless we want to go back to the drawing board, have the granite taken out AND replace the glass splashback that would inevitably get broken in the process. The granite installer took us to his supplier in Essex but the other cohiba slabs he showed us were ten times worse than the ones we have ended up with. Please help.
2. One piece of granite was cut too short, by about 250mm, and the kitchen fitter has packed out the wall to meet the granite, but there is still a gap that I can get my fingers down. A glass splashback has already been installed above the worktop and the kitchen fitter says he cannot remove the worktop without breaking the glass, which would be at our cost.
3. The kitchen fitter has had a hole for a four burner hob cut into the granite, but we are having a five burner hob installed (by him). He says that its no problem and that he will cut a bigger hole in situ. Is this normal? We have recently had new carpets and curtains fitted and I'm concerned that they will be covered in dust. It looks like we are between a rock and a hard place and that we don't have a leg to stand on despite paying a LOT of money for this horrible stuff. Please advise. Thanks, Lyn and Cliff Riley

Dear Cliff and Riley:

And what do you expect me to do to help you?â€

You saw a small sample and then you got something that's completely different from your expectations.

Do I believe you?

Yes, but who cares about that? The real question is:

Would a judge believe you?

I don't know in the UK, but here in the "colonies" you wouldn't stand a prayer, unless you take to court the original sample you based your decision on, revealing pictures of the actual product (your worktop) that show a striking difference from the sample, and an expert on your side to testify.

For all the rest, without actually seeing your countertop, I can't make any sure comment; but even if I could and, say, I'd side with you, there's not much that I could do about that from here, is there?â€

This is one more proof that the world does need marblecleaning.org!

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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