

Seller (Developer) not willing to replace granite countertop

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Hello Maurizio, I recently purchased a new condo back in September where after 2 weeks of living there I noticed 2 major breaks (not cracks) in the granite countertop in front of the kitchen sink (these creacks/ breaks were not identified during the final walk thru). One of the breaks was so significant that you could see the granite shift if you pushed down on 1 side vs the other. After months of requests to have it replaced the onsite manager had the installer come in & repair (I clearly stated that I wanted it replaced & not repaired, but they said they have to at least 1st repair than replace if it did not meet my expectations) the 2 breaks. They repaired the breaks w/ a transparent epoxy/ silicone but the repairs are clearly visible to the naked eye (color & texture). They returned to buff out the repairs & to address a new crack in front of the sink. I have asked the developer to replace since the repairs did not meet my expectations & I was told by the onsite manager (who is no longer w/ the company) & her boss that the granite should be replaced, yet the developer came back stating "The crack that you have can be fixed and unable to detect which will be consistent with industry standards. We apologize and we will be happy to fix the crack in the counter". I clearly do not agree w/ there statement as the other 2 cracks are clearly detectable & from doing my own research I would conclude that 3 cracks/ breaks near each other coupled w/ the timing of the breaks from the date of sale & 2 of the cracks are clearly visible after repair would conclude that they do not meet industry standards. Can you please tell me what my options are to make the developer replace the granite. Thank you

Dear Viktor:

Ah, the magic words: Industry standards!!...

Where are they? And about what exactly?

Ask the builder to show you the industry standards applicable **to your particular stone** â€” which excellent chances are is not even granite. Second, ask him to show you the invisible cracks.

If can show nothing of what you ask to him, then you tell him what he can do with his â€œindustry standardsâ€•.

The narrow strips in front and back of the sink should be properly rodded. Obviously yours were not, and hence â€” probably because partly of the particular material and/or probable stress points due to poor install â€” the cause of the cracks. If you don't fix the cause â€” which you can not now, fixing the consequence is a waste of time.

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Ciao and good luck,

Mauri z io Bertoli

