

# Fake Black Granite

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I've been duped and I'm not sure how to proceed. We've had our "Absolute Black" countertops for 4 months and the areas that have had the most use are lighter than the rest. Anywhere any sort of grease touched the counter, there's a definite lightening. Today I used a soft scrubbing pad on the counter and when I wiped up the soap with a white towel, black residue was visible. It was like I scrubbed off some sort of polish. Unfortunately, it didn't improve the "staining". I contacted the supplier today and they said I'm the first person to ever complain. They said they would send someone out to look at the problem. After reading all of the posts on your site, I really want the countertops replaced. My husband is worried they'll ruin our cabinets by doing this (if they even agree to it). Any thoughts on that? Also, I want to avoid "absolute black" granite from this point on. It's disappointing because the counters were really beautiful when they were installed. But, I do actually use my kitchen and I must have a countertop that will hold up to usage. I understand that I should do an lemon juice test on whatever we choose. What else should we consider when choosing the replacement? Thanks in advance, Kim

Dear Kim:

â€œ I contacted the supplier today and they said I'm the first person to ever complain. â€•

Well, what did you expect them to say? Something like, â€œ Oh, yes, we already had several complaints and we found out that the slabs we sold had been maliciously doctored by the factory. We're so sorry about that: we will replace your countertop with no further ado!...â€•

â€œ My husband is worried they'll ruin our cabinets by doing this â€•

If they know what they're doing they should be able to remove the countertop without damaging the top of the cabinets.

But the real question is: what are you going to do if they refuse to replace?

If you came here to have us help you fighting â€œ as you should â€œ then you came to the right place. If you came here instead only to ask advice on your â€œ next graniteâ€• we're not much in the mood for that, when the real problem is a criminal act that will go, once more, unpunished.

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

