

Black granite problems

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I have read the numerous items on your website about black granite, but I am still a little confused. We installed "absolute black" countertops in our kitchen this summer. The company we bought them from sells their product through a home improvement chain. The installation and seaming were very nicely done (in my inexpert opinion). However, we have recently run into the same problem as many of your other readers. We have light rings that are appearing in places where soda glasses have been left on the counter. If you spill soda on the counter, in just a few minutes, the stone is lighter than it was moments before. The shine on the counter has not been affected at all. It is still smooth and glossy. I tried acetone and nothing happened. I left methyl chloride stripper sit over one spot for 24 hours with no affect at all. I am planning to contact the place we bought the countertops from, but I know they will tell me buyer beware and that they don't warranty the actual stone. However, from what I've read, this is not an expected outcome for good quality black 'granite'. Is that correct? If so, I'm not sure exactly what to counter their argument with other than, "Well, I read on the internet...." Do you have some suggestions? I have actually thought of pouring soda over the entire counter and living with that color. However, I notice that the lighter spots are not even in color. Anyway, my question is how to sound intelligent when speaking to the countertop company about this situation. Thank you!

Dear Alison:

You came to the right place.

Before you put a cas t on your arm, at least wait to break it first. So let's not assume what the company is going to tell you.

What you have to do is to send them a certified letter stating that your black "granite" does not behave and perform as black "granite" should (and there you will explain the etching and all that) and that you want it replaced.

If they will not satisfy your demand, avoid direct confrontation. Ignore any excuse that they will try to give you and just file with the local Better Business Bureau stating your case and inviting them (the BBB) to contact me directly at mail@mbstone.com.

If even this will not obtain any result, stand your ground and do not accept any compromise. At this point you will have your attorney write them a "cease" letter indicating in no uncertain terms that you will press charges against them on consumer fraud with the local D.A. office. Marblecleaning.org will always be available at assisting both your attorney and the D.A.

I don't think that if it reaches this point they will keep ignoring you any longer; but if they will, you know what to do.

The policy of marblecleaning.org is to not let the crook get away with stuff like that. This is not only for you, but for the thousands and thousands of consumers like you that will keep to be taken the way you've been taken.

So, please, don't think just your own little back-yard: think also the thousands and thousands fellow consumers like you. Only if something gets seriously done these shameful practices will stand a chance to be eradicated.

We volunteer our time and we have no hidden agenda. We only try to improve the stone industry and make it as serious and credible as it deserves to be; but we need consumers like you to take action and that will not compromise. Compromising is what the crook count on all the time to keep doing what they do.

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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