

Could improper installation be causing my granite countertops to crack?

Q. I purchased prefab granite counters after being told it was every bit as good as regular granite slabs. They were installed in January and in March I started noticing the granite was cracking and small pieces popping up. A piece got caught in my finger. No support was placed under it before it was installed and when two pieces were joined, the pattern was not matched, and it looks terrible. I have talked with the dealer, explaining my situation and sent pictures of the damage. He basically told me to it was my fault and he wasn't going to fix the problem. What can I do?

A. Proper installation of granite countertops involves more than just setting the slabs in place. The stone must be fully supported, especially at joints and over open spans, using appropriate cabinetry, brackets, or additional support pieces. Seams should be carefully aligned so the pattern flows naturally, and the stone should be handled to prevent stress that could lead to cracking.

When installed correctly, the countertop should be stable, smooth, and free of cracks or loose pieces for many years.

In your situation, the issues you've described, such as cracking, pieces popping up, no support under the stone, and misaligned seams, are clear signs of improper installation and poor workmanship, not natural flaws in the stone. This is especially evident since the problems appeared within a few months of installation. Based on your description, the integrity of the stone has been compromised.

So, what can you do? Do you have any recourse?

Start taking detailed photos to document your observations. Gather and save

all invoices, contracts, and emails. Note the time and date of phone calls and a synopsis of each discussion. Have a certified stone fabricator, inspector, or installer inspect the countertops and provide a written report. This will serve as professional evidence that the damage stems from installation issues rather than misuse. To find a vetted PRO in your area, visit www.surfacecarepros.com and click on **Find a PRO**.

Formally notify the dealer, preferably in a certified letter, explaining the problem, attaching photos and the report, and requesting repair, replacement, or compensation. If the dealer continues to refuse, you may need to explore legal options, such as small claims court.

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