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Q. I have tried to remove a stain but it still shows up. What should I do next?

A. If a stain is still present, a chemical poultice may have to be applied. Avoid using chemicals of any kind until you know which chemical cleaner to use. Certain chemicals will react with the spilled material, and could make the stain permanent. Marble, granite, and certain ceramic tile are porous materials and they can stain if not properly sealed. The only way a stain can be removed is to literally pull it out of the stone or ceramic with both a chemical and absorbent material. This chemical absorbent-material combination is what we call a poultice.

Poultices are commonly powder or cloth materials that can be mixed with a chemical and placed on top of the stain. Refer to our [Stone and Tile Care Guide](#) for specific instructions on making a poultice to remove stains. You can also ask your professional stone and tile restoration contractor for more information. If you do not have a PRO, [contact us](#).

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