

Combining to Better Serve You



WHITE CAP®

Frequently Asked Questions

What's happening to Concrete Accessories & Rentals?

Concrete Accessories & Rentals will be combined with White Cap and operations will be fully integrated. With this exciting change, Concrete Accessories & Rentals will begin transitioning to the White Cap brand. Over the next several months, you will begin to see our new look at the current Concrete Accessories & Rentals location as we go forward as White Cap!

Who is White Cap?

White Cap has a strong legacy of serving pro contractors across the country for decades. Founded in 1976 in Santa Ana, CA, White Cap has grown to become the leading North American distributor of concrete accessories and specialty construction and safety products for professional contractors across nonresidential, residential and infrastructure markets.

Why is Concrete Accessories & Rentals becoming White Cap?

Both White Cap and Concrete Accessories & Rentals share the same mission of earning your trust and relentlessly driving your success by always delivering what you need, when and where you need it. By combining under the White Cap brand, we can expand our product and service offering to better serve pro contractors.

What can Concrete Accessories & Rentals customers look forward to?

The goal is to combine the best aspects of both companies under the White Cap brand. You'll still see the same knowledgeable, capable, and dependable associates you rely on, along with even more products and services at these locations.

Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with Concrete Accessories & Rentals, your account and any related information will be seamlessly integrated into White Cap, and you will be issued a new White Cap account number. This information will be communicated to you on your first invoice and statement issued by White Cap.

Currently, I have an account with both White Cap and Concrete Accessories & Rentals. What will happen to my Concrete Accessories & Rentals account?

Your Concrete Accessories & Rentals account will be combined with your White Cap account, and you will continue to use your White Cap account going forward at all locations. Your White Cap account number will be included in your first statement issued by White Cap.

Are there any changes to invoicing and payment processes?

More information regarding invoices and statements will be provided at a later date.

Can I pay my invoices online?

In the coming months, we will provide more information on how to set up your online profile to view and pay invoices on WhiteCap.com. In most cases, your first White Cap invoice will be mailed to your Primary Bill To Address on your account today.

What will happen to www.concreteacc.com?

The www.concreteacc.com website will be retired. We encourage www.concreteacc.com customers to register on WhiteCap.com to find all the products you need 24/7.

My business is sales tax exempt. How do I ensure that I keep my sales tax exempt status?

If you are sales tax exempt, please email your certificate to taxexemptcredit@whitecap.com. Make sure to list "White Cap, LP" as the seller, and please include your White Cap account number.

How can I request a new White Cap W-9?

To request our W-9 reflecting our new White Cap Operating Entity name, visit www.whitecap.com/credit-application and complete the Contact Account Services form.

Who do I reach out to with questions?

Please feel free to reach out to White Cap Customer Service (1-800-944-8322) or contact your local branch or sales representative for assistance.