

Marvel Building and Masonry Supply has a new look!



Frequently Asked Questions

Is the Marvel Building and Masonry Supply brand name and logo changing?

Now that Marvel Building and Masonry Supply is part of the White Cap family, we're excited to share our new name and logo as Marvel, A White Cap Company.

What can Marvel customers look forward to?

As part of White Cap, you'll continue to receive the same exceptional service from Marvel, now backed by the nation's leading distributor of specialty hardware, tools, safety supplies, concrete accessories and materials for professional contractors.

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.

Will I receive a new account number?

Current customers In most cases, if you hold an active Credit (or "Terms") account with Marvel, 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 in October.

Currently, I have an account with both White Cap and Marvel. What will happen to my Marvel account?

Your Marvel 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 in June.

Are there any changes to invoicing and payment processes?

Yes. Please note the important changes below:

1. Invoices and statements will come from White Cap.
2. Invoices will have a new remit address:

PO Box 4852
Orlando, FL 32802-4852
3. POs will need to be issued to White Cap.

Can I pay my invoices online?

In the coming weeks, 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.teamboarder.com?

The current www.teamboarder.com website will be remain the same for now with a new look and feel featuring the new brand.

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.

Will there be any changes regarding sales tax?

White Cap is registered for sales tax in all states. Therefore, sales tax will be included on your invoice unless an exemption applies.

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.