

 **Ventura, California Est. 1982**

Regional California specialty retailer of building materials, home improvement products and equipment rentals for professional contractors, tradesmen, handymen and DIY customers primarily focused on residential markets.

 **Our Reach**

300+
Supplier Partners

15,000+ SKU
Product Offering

150,000+
Customers

Our Leadership Team

Joe Kim *RVP*

RJ Fiechter *Director, Sourcing and Marketing*

Jack Hahn *Director, IT*

Ramon Aguilar *Regional Director, Southern California*

Lizette Parra *Sr. Manager, HR*

Lesley Regnier *Controller*

 **Our Story**

Joining the White Cap enterprise in 2005, but with origins dating back to 1982, Contractors' Warehouse sells over 15,000 unique products and building materials including Doors, Windows, Cabinets, Flooring, Plumbing, Electrical, Lumber and more. The convenient Drive-Thru Lumberyards available at most locations, allow customers to load materials directly into their vehicles making it faster and easier to get back to the jobsite, and onsite equipment rentals provide customers everything needed to get the job done right. Customers also have the ability to Special Order materials and goods not currently available in-store and when special quantities are needed, and our fleet of delivery vehicles ensures materials purchased can be delivered directly to jobsites.

We further distinguish ourselves from the competition by focusing on everyday low prices across our complete product offering to ensure our customers always receive the best prices available. This encourages customers to purchase materials across multiple departments as a one-stop shop. We also provide customers an extremely fast and efficient transaction experience, allowing them to get back to their jobsite quickly. Our Drive-Thru Lumberyard and fully staffed register lines are highly valued by customers.

Our "Cash Back Club" (CBC) loyalty program members make up a significant portion of sales, with active members dating back to 1982. Program membership encourages customer loyalty through quarterly cash rebates, special promotions and discounts, and other program benefits.

Customer Service is always at the forefront of our business. Our store managers' desks are located at the entrance of every store to ensure they are accessible to customers, creating personalized, lasting relations. Each manager has the ability to make customer service decisions allowing them to effectively support customers. To ensure we always have an ear to the market, customer roundtable meetings regularly occur to collect feedback and market input.



700+
Associates



14 Retail Stores
in California