

FAQs

FREQUENTLY ASKED QUESTIONS



What is the Marco Build + Store Program?

The Marco Build + Store Program helps you plan ahead for 2027 projects while securing 2026 pricing, reserving production capacity and having your products manufactured in advance of your installation date. We then store your completed order at no additional charge until your scheduled ship date. Qualifying orders must ship between May 1, 2027 and August 31, 2027.

Do I need to make a deposit or put money down?

No. Qualified Marco Build + Store orders require no money down to participate in the program.

Why should I participate in the Marco Build + Store Program?

The program helps you secure 2026 pricing, reserve product and manufacturing capacity, reduce the risk of peak-season delays and store completed product at no additional charge. Qualifying orders also receive a 5% discount.

Is there a cost to store my order?

No. Products are built early and stored at no additional charge until your scheduled ship date. All Build + Store orders must ship between May 1, 2027 and August 31, 2027.

When will my order be manufactured?

Orders are scheduled for production based on program timelines and manufacturing capacity. Products are typically built well in advance of the requested delivery date.

When will my order be delivered?

Your order will ship within the Build + Store shipping window of May 1, 2027 through August 31, 2027, according to the timeframe provided when you place your order and confirmed prior to shipment. If your requested ship date changes, please notify Marco as soon as possible so we can work with you within the program window.

How do I enroll in the program?

Request a qualifying quote by December 31, 2026 to secure 2026 pricing. Submit your qualifying purchase order of \$25,000 or more (before freight) by March 1, 2027 and indicate that the order should be included in the Marco Build + Store Program. Qualifying POs received by December 31, 2026 receive an additional 5% discount, excluding freight.

Can I change my ship date after placing my order?

We understand project schedules can change. We'll make every reasonable effort to accommodate a revised ship date within the May 1 through August 31, 2027 program window, subject to storage and transportation availability. Please contact Marco as soon as you know your schedule has changed.

Can I make changes to my order after it has been placed?

Changes may be requested before your order enters production and are subject to Marco approval. Once production has begun, the order cannot be changed. Because Build + Store orders are manufactured in advance specifically for your project, quantities, products, finishes, colors and other specifications are considered final once the order enters production.

Can I cancel a Build + Store order?

Build + Store orders may only be cancelled prior to production and with Marco approval. Once production has begun, the order cannot be cancelled. The program allows Marco to reserve manufacturing capacity and build your product well ahead of the requested ship date. Once production has started, the order is considered final.

What if my project schedule changes?

We understand that project schedules move. If your requested ship date changes, contact your Marco representative or Customer Service team as soon as possible. We will make every reasonable effort to accommodate a revised ship date within the May 1 through August 31, 2027 program window, subject to storage and transportation availability. All Build + Store orders must ship no later than August 31, 2027.

What happens if I'm not ready to receive my order by August 31?

Your Build + Store order must ship by August 31, 2027, regardless of changes to the project's installation schedule. We encourage customers to communicate schedule changes as early as possible so our team can help coordinate the best available shipping solution.

What are the key program deadlines?

Request your qualifying quote by December 31, 2026 to secure 2026 pricing. Purchase orders must be received by March 1, 2027. Qualifying POs received by December 31, 2026 receive an additional 5% discount, excluding freight.

What is the minimum qualifying order?

The minimum qualifying Build + Store order is \$25,000 before freight.

How does the early PO discount work?

Qualifying purchase orders received by December 31, 2026 receive an additional 5% discount, excluding freight. This early PO discount is in addition to the program's 5% discount.

Who should I contact if I have questions?

Contact your Marco representative or Customer Service team at 1.800.892.8545 for assistance with program eligibility, timelines and order requirements.