



## FREQUENTLY ASKED QUESTIONS (FAQ)

**What is the account number?** Batteries Plus does not use account numbers. They do use national account ID codes. The University of Missouri national account ID code is **NA-MISSOU**. When working with Batteries Plus you can provide the **NA-MISSOU** during any inquiries.

**Why am I being charged a core fee for some batteries?** A core fee is a form of deposit paid when you purchase a new battery and is refunded to you when the used battery is returned to Batteries Plus. This is most common for large format batteries that contain a large amount of lead. Battery core charges are required by law and promote battery recycling.

**How are core fees applied to a P.O. and credited when returned?** Core fees are applied at the time of purchase as a separate line item through Shop Catalogs. If a core is returned during the time of delivery or pick-up, the core fee will be credited to the original P.O. The core fee is fully refundable at this time.

**What happens if a core is not provided to Batteries Plus when the new battery is delivered or picked up?** All users have two weeks to return the core otherwise the fee will apply. No exceptions.

**What is the typical delivery timeframe?** Most stocked products are delivered within 1-3 business days. For non-stocked items, it might take 3 – 7 business days depending on the products.

**Where will my products be delivered?** Orders will be shipped or delivered to the ship-to address on the purchase order if delivery is requested.

**Are there delivery fees?** Free delivery on orders of \$50 or more. Orders less than \$50 to be charged up to \$9.95.

For all product orders containing Starting, Lighting, and Ignition(SLI) batteries and Sealed Lead Acid (SLA) batteries or orders outside of the contiguous 48 states, a quote on any environmental fees and delivery costs will be provided

**Who do I contact if I have a question?** You can contact the Batteries Plus national account customer service team at [NAORDERS@BATTERIESPLUS.COM](mailto:NAORDERS@BATTERIESPLUS.COM) or (800) 770-7440. You can also contact your local Batteries Plus store in your area.

**Will be able to work directly with my local Batteries Plus location?** Yes, nothing will change with your existing or local relationship. Make sure your local Batteries Plus location understands your national account ID of **NA-MISSOU** is the proper account.