

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.