

Power-Cell Battery Products
191 Covington Drive
Bloomington, IL 60108
Phone: (630) 295-6800
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Order Management

- **My order never arrived. What should I do?**

Don't panic! You can find your tracking number on the email which was sent to you confirming your order. With your tracking number, you can check with UPS (www.ups.com) to confirm that your packages were delivered. For additional questions, contact Power-cell Customer Support at 877-469-4255.

- **How do I check my order status?**

Please contact Power-cell Custom Support at our toll free number, 877-469-4255 with your order number from your invoice/receipt.

- **How can I track my order?**

To track your order, enter your tracking number at the UPS website (www.ups.com).

- **How can I view my order history?**

Please contact Power-cell Custom Support at our toll free number, 877-469-4255 with your order number from your invoice/receipt.

- **How can I cancel my order?**

Due to our commitment to process orders as quickly as possible, once the checkout process is completed our warehouse is immediately notified to pick and pack the order for shipment. We regret any inconvenience that this may cause. If you have already completed the checkout process and no longer need the item you ordered, please view our **Company Policies**.

- **Can I make changes to my order?**

Once an order has begun processing or has shipped, the order is no longer editable.

- **Will I receive an order/invoice?**

Yes, you will receive order confirmation immediately after placing your order. Once your product is ready to leave our Power-cell Battery warehouse, you will receive an e-mail that contains the appropriate shipping information.

- **What should I do if an item is missing from my order?**

We process hundreds of orders daily, so occasionally a mistake will happen. Please notify us if this does occur, so that we can promptly correct the mistake. Be sure that all of the items in your order have shipped already. If your order displays your tracking numbers, check with UPS (www.ups.com) to confirm that your packages were delivered.