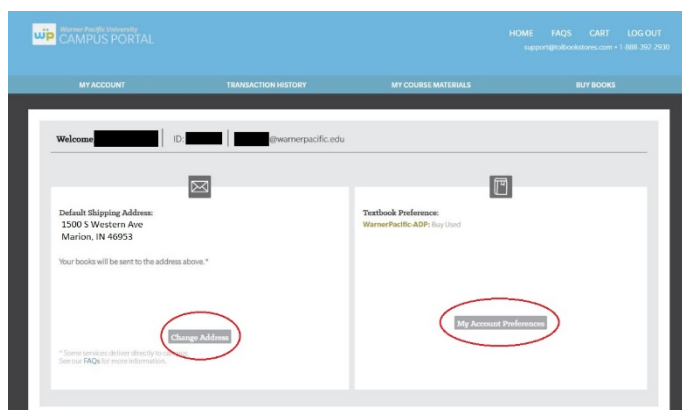


How do I change my Textbook Shipping Address and/or Textbook Preference? Follow these steps:

(1) Go to <https://warnerpacific.treeoflifebooks.com> / (2) Login using your WPU email address and student ID as password (3) Once logged in, you'll be able to both change your shipping and textbook preferences. Enter the address where you want your textbooks shipped in the provided fields (*this should be an address where packages can be securely delivered*). Please do not have packages shipped any of the WPU campus locations!

NOTE: Textbook shipping address changes must be made **at least 23 days prior** to the start date of your course in order for the change to apply to your next upcoming shipment!



To the right of the shipping address is an option to change your **Textbook Preference** by using the provided button. Following is a brief description of each preference type:

Buy New:

New course materials will be provided for purchase whenever available. Occasionally a title may only be available used and will be substituted as necessary. This is your highest cost option.

Buy Used:

Used course materials will be provided for purchase whenever available. Some titles are only available new and will be substituted as necessary. This is your middle cost option.

Digital:

Digital titles will be delivered whenever possible. When resources are not available in a digital format, a rental option or new only purchase will be substituted. Digital content, access, and refund policies are subject to terms and conditions set forth by each publisher. This is a moderate to high cost approach.

Rent:

Rental course materials will be provided whenever possible. Some resources are only available for purchase and will be substituted as necessary. This is your lowest cost option.

Will changing my textbook shipping address also change my official mailing address on file with Warner Pacific College? No. This change will affect only your textbook shipping address. **If you need to change your official mailing address, follow these steps:** (1) Go to <https://mywp.warnerpacific.edu> (2) Login to MyWP with your Warner Pacific College username and password (3) Click on “WebAdvisor for Students” and “User Account” on the top right side of the page, under “WebAdvisor.” Then click “Address Change” and fill in your new Warner Pacific University mailing address and click “SUBMIT.”

What are the estimated average cost savings if I purchase a used text or rent a used text? On average, the cost to purchase a used textbook will be roughly 75% of the cost of purchasing a new book; the cost of a *used* rental will be roughly 55% of the cost of purchasing a new book.

Tree of Life will seek to fulfill your orders based on your textbook type preference whenever possible; however, they cannot always guarantee your preference. Some books will always need to be purchased new (for instance, books that come packaged with an access codes or are for a one-time use). Occasionally, Tree of Life will not have stock of used books, in which case either you will receive a *new purchase* or a *new rental* based on your textbook type preference.

NOTE: New rentals are approximately 50-90% of the cost of a new book, so most students will choose to convert these into purchases (see below).

Can I convert my rental book/s into a purchase? **Yes.** If you decide to purchase a book that you have rented, simply keep the book and Tree of Life will notify WPU to add the additional charge to your student account. You will be charged the difference between the retail price and the rental price. If you have any question about the difference in price please call Tree of Life at 1-888-392-2930.

How long do I have to return my rental books? Rental books are due in the Tree of Life warehouse **21 days after the end date of your course.** If you have any question about the rental returns please call Tree of Life at 1-888-392-2930.

Can I write/highlight in rental books? You can absolutely write and highlight in rentals books! Tree of Life encourages you to use them as if they were your own books.

What if a rental book is needed for more than one course? If a book is used for another course that is less than 6 weeks away, then the rental will automatically extend and the new rental due date will be displayed on your textbook portal. If the courses are further than 6 weeks apart, Tree of Life will ask that you send the book back and they will ship it you when you need it again for the upcoming course.

How much will I pay for standard shipping? For each course you will be charged \$11.99 for *standard shipping*, regardless of the quantity of books shipped. This charge also covers rental returns.

What if I add a class late? Will I be charged a rush shipping fee? Tree of Life uses rush shipping at an additional cost if a course is added late. **If you register less than 17 days** prior to the start of a class, a **rush shipping charge of \$18.00 may be assessed** to assure that you have books in time for your first class. This \$18.00 charge will be in addition to the \$11.99 standard shipping fee. If you register for a course more than 17 days prior to the start of class and receive a rush shipping charge on your account, you may contact your advisor for assistance in resolving the issue.

What if I drop a course? Because WPU is committed to getting books to you in time to prepare for class, Tree of Life will ship books from their facility 20 days in advance of each course start date (for standard shipping). If you drop a course after a shipment has been initiated and want to return your book/s, please refer to the return instructions included with every shipment. These instructions tell you how to arrange for a postage-paid authorized return label. When Tree of Life receives the return shipment, your account will be credited for the cost of the book/s minus the original shipping charge. **The original shipping charge is non-refundable.** *You have 14 days from the start date of the class to contact Tree of Life for all returns due to dropped courses.*

NOTE: Please be aware that if you receive a *shrink-wrapped item*, Tree of Life will only accept a return if the shrink-wrap **has not been opened**. Additionally, all supplements (CD's or online access codes) must be **unopened and unused**.

What if I receive a duplicate book/s? Tree of Life keeps a record of all books shipped to you, and should not send a book to you more than once. If you have elected to receive rental books, Tree of Life tracks the number of *rental periods* for each book and if the total rental price exceeds the retail price of the textbook, then Tree of Life will convert the rental book into a purchase rather than a rental at that point. If you do happen to receive a book more than once, please contact Tree of Life within **7 days of the course start date** and they will help you resolve the problem.

NOTE: *The original shipping charge is refundable if the **entire** shipment of duplicate materials needs to be returned to Tree of Life.*

I have not received my book yet and class is starting in 7 days or less. Please contact Tree of Life by phone at 1-888-392-2930 or by email at customercare@treeoflifebookstores.com. If the book is in transit, Tree of Life may be able to provide you an electronic copy of the **week one readings** upon request and selected courses also have week one readings in myWPclasses as well.

What if I did not receive my textbook shipment but the carrier tracking shows the shipment was delivered? Tree of Life's official policy is that once your books are shipped and confirmed as delivered, you will be responsible for purchasing replacements if you did not receive them. **Please contact Tree of Life if this happens.**

Can I sell my books back? Yes. Tree of Life offers a textbook buyback option via <http://buyback.treeoflifebooks.com/>; however, they are not able to purchase all books. If they are purchasing your particular text, a Tree of Life customer service representative will let you know the current buyback price when you call. The Mt. Tabor (traditional campus) bookstore also might be able to purchase your textbooks. Call 503-517-1100, or go to www.WPUbookstore.com and select "Online Buyback" to check.

Why can't I just buy books on my own and be held accountable? WPU PGS is an accelerated program and most accelerated programs do require textbooks to be purchased in house to ensure **(1)** that the books arrive on time to prepare for class, **(2)** that students receive the correct editions and textbooks, **(3)** that each student has their own book/s, and **(4)** to help prevent late work. *If you have additional questions regarding your textbook purchasing options, please contact your advisor.*

Are there digital book options? Yes! You can select “digital” as your preference and we will provide digital books whenever available. When a book is not available digitally, the default will be a “purchase new” preference.

I have a family member who took this course with the same book. Why can't I use their copy? The WPU policy for PGS students is for each student to have his or her own course materials.

How do I log into my Tree of Life Student account to check book shipments and tracking?

If you have not received the textbook/s for your upcoming class *7 days prior to the start date*, we strongly suggest that you log into your Tree of Life Portal page and check the status of the shipment. Go here <https://warnerpacific.treeoflifebooks.com> and click “LOG IN” near the upper right hand side of the page. (Username = your WPU email / Password = your WPU student ID, unless you have already changed your password in a previous visit to the TOL portal page)

If you click on the “TRANSACTION HISTORY” tab, you will find a list of shipments from Tree of Life. You can enter the tracking number for standard shipments (tracking will begin with – **924** or **420**) here:

<https://www.ups-mi.net/packageID>

And for rush shipments (tracking will begin with – **1ZA**) here:

<http://www.ups.com/tracking/tracking.html>

If you have any further questions after taking these steps, please contact **Tree of Life Customer Service at 1-888-392-2930** and they will assist you. In the rare instance where a textbook shipment is late, following these procedures will help to ensure that you get your materials on time and are prepared for class!

For additional questions please contact Tree of Life Customer Service:

Phone: 1-888-392-2930

Email: customercare@treeoflifebooks.com

Website: <https://warnerpacific.treeoflifebooks.com>