

# textbook butler

## To access your portal:

1. Go to [www.ngu.treeoflifebooks.com](http://www.ngu.treeoflifebooks.com)
2. Click the **LOG IN** button on the top right corner of the screen.
3. You've already got an account - use your existing MyNGU portal credentials to log in. If you're already signed into MyNGU, you'll automatically be logged in.

## From the campus store portal, you can:

- Purchase or rent course materials
- Access your digital course materials
- See when your rentals are due, or purchase more time

## FAQs

### Do I need to create an account to use this service?

No you do not need to create an account. All current NGU students automatically have an account created and linked to your MyNGU login credentials.

### Can I use my student account to pay for books online?

Due to student privacy regulations, we are unable to provide for student account payment online at this time.

### How can I track my order?

Once you have placed an order through the website, you can view your order's current status and tracking number (if applicable) by logging into this website, and navigating to the "My Transactions" tab.

### How do I access digital items?

If you have purchased a digital item, that item will be accessible under the "My Course Materials" tab upon logging into the [www.ngu.treeoflifebooks.com](http://www.ngu.treeoflifebooks.com) portal.

### What is the online order return policy?

For online orders, you can cancel an order or return items within 48 hours of purchasing with no penalty. Books returned 3-7 days after purchase are subject to a 20% restocking fee. If you drop the class, you can return your book within 21 days of the start of your course with no restocking fee when you provide proof of your course drop. Items must be returned in the original condition that they were provided. Some digital restrictions apply.

### What if I need to return a digital item?

Digital items fall outside our normal return and refund policies, as each publisher has set different policies on digital. Digital items are refundable within 14 days of the first day of access, or thirty (30) days after the purchase is made, whichever occurs first. Additionally, we cannot fulfill refund requests if more than 10% of the product has been viewed and/or if any page(s) of the product has been printed. We'd recommend contacting our Support Team as soon as possible if you think you will need to return an item.

## CUSTOMER SUPPORT