

RESTORE

INFORMATION

WHAT TO KNOW

RESTORABLE - Renown, Galleons, Items¹, Sealed, Legendary & Mystic Chests and Clan Infamy².

UNRESTORABLE - Cargo³, Experience (EXP), Charts, Crashes and Disconnects⁴.

CHANGEABLE - Clan Logo⁵.

¹ - While items are restorable, the only way for the restore to be considered valid is to show the obtainment of the item, logging off the game, logging on the game and proving that the item did disappear all in a full video.

² - Clan infamy may be restored if the amount lost is equal to or exceeds 100 Infamy

³ - Cargo may be restored for their respective Galleons each **if** the cargo was lost halfway or more through the voyage to sell them, otherwise they'll be restored for 50 Galleons each. Criminal cargo will not be restored if the cargo was lost before halfway.

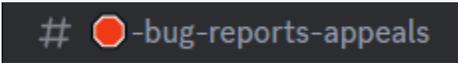
⁴ - Losses caused by disconnects, server shutdowns or crashes aren't restorable; it is especially advised to not play during outages.

⁵ - Clan Logos can be changed in situations where the clan logo is bugged/broken. For example if the logo isn't showing from the decal ID not being input correctly or if it may have been deleted/privated by Roblox.

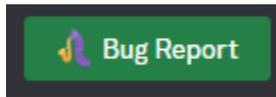
Please be mindful of your account's security as we will not accept any restore requests should you lose access to your account and request for your items to be transferred.

HOW TO REQUEST A RESTORE

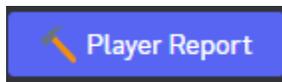
1. Go to the #🔴-bug-reports-appeals Discord channel.

A screenshot of a Discord channel name, showing a red circle icon followed by the text "# 🔴-bug-reports-appeals".

- a. If you require a restore due to a bug, then click the “**Bug Report**” button.



- b. If you require a restore due to player exploiting or bug abusing, then click the “**Player Report**” button.



2. Fill out the ticket information and wait for a **Game Moderator+** to claim the ticket.
3. If you're eligible for a restore, you will have to join the game with the slot you've requested the restore with.
 - a. Tell the moderator assisting you that you're in-game, this will help with the restore.
 - b. A Game Moderator with the restore role or a Mod Supervisor will handle your appeal.
 - c. If you are unable to join the game at that time, or need to get off while waiting for support please list a time and timezone that you are generally available and stay alert for pings in the ticket.
4. You will receive a notification when the restore is done.

EVIDENCE FOR RESTORES

Screenshots

Easily manipulatable and as such, not a reliable source to be used as evidence.

GIFs

These are considered volatile and unreliable, so they're not allowed.

Videos

Must be unedited to be considered as proper evidence.

If the video is edited then your restore request will most likely be rejected; however, there are other cases where your restore will be rejected:

1. **If** the video is about combat logging due to possible manipulations.

SPECIFIC INFORMATION

Renown: the video must clearly show you losing the Renown due to a bug/exploiter.

Cargo/Sealed Chests: the video must clearly show your ship loaded with Cargo/Sealed Chests disappear/show that you're clearly unable to unload your ship due to a bug/exploiter.

Items: the video must show all steps of you losing the items: e.g. a trade goes wrong and you check your inventory immediately after only to not find anything.

We only restore for losses caused by a bug/exploit, we don't restore for possible gains.

To strengthen your evidence, you should also show your inventory's filters.

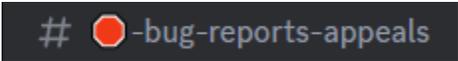
You may also report players or bugs while also requesting a restore in the same ticket.

REPORTING PLAYERS

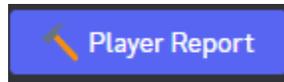
If you believe a player is breaking [In-game Rulebook](#), you can use this document to ensure you have the required assets to support your claims. Additionally, this section will also inform you about the possibility of restores, should you be eligible for one.

HOW TO REPORT A PLAYER

1. Go to the [#🔴-bug-reports-appeals](#) Discord channel.

A screenshot of a Discord channel name, showing a red circle icon followed by the text "# -bug-reports-appeals".

- a. Then click the **“Player Report”** button.



2. Fill out the ticket information and wait for a **Game Moderator+** to claim the ticket.
3. If the evidence you’ve provided is sufficient, the player will be issued a punishment and the ticket will be closed.

ACCEPTABLE EVIDENCE FOR PLAYER REPORTS

Screenshots are only and exclusively allowed to reinforce anything already shown in a video such as the number of chests before being killed by an exploiter.

Any screenshots used should be fullscreen as that strengthens your evidence.

GIFs are considered volatile and unreliable, so they're not allowed.

Videos must be unedited to be considered as proper evidence; if the video is edited then you will have to provide the unedited version of the video, should you fail to do so the player report will be considered null and will be closed.

If the video is over 60 seconds please provide timestamps for when the reported action takes place. This helps us come to an accurate conclusion faster.

The longer the video, the better it'll be as evidence.

SPECIFIC INFORMATION

Bypassing: the video must clearly show the chat without any editing involved at all.

For example: bypassing the filter for the purpose of using slurs, hate speech or any other unflagrant language.

This also applies to the usernames of players, clan names, and boat names.

Exploiting: only **videos** should be used for this type of report, unless the exploit is visible via the leaderboard or the player's public statistics, in which case screenshots would be allowed.

Exploiter Association: only **videos** should be used for this type of report, and must clearly show the association with the exploiter.

Black Marketing: only **videos** should be used for this type of report, and must clearly show that the user is engaging in black marketing.

Bug Abusing: only **videos** should be used for this type of report, unless the bug abuse is visible via the leaderboard or the player's public statistics, in which case screenshots would be allowed.

Macroing: only **videos** should be used for this type of report, and must also be at least 30 seconds long.

Renown/Clan Infamy Trading: only **videos** should be used for this type of report.

Clan Infamy Sabotaging: only **videos** should be used for this type of report.

Harassment: only **videos** are allowed, and they must show the messages pertaining to harassment in a clear way without any editing involved.

Impersonating In-Game Factions or Player Clans: the **video** must clearly show the leaderboard and clan info without any editing involved at all.

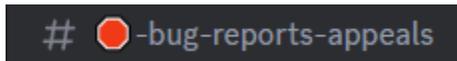
Impersonating any Staff: the **video** must clearly show the messages or acts of impersonation without any editing involved at all.

REPORTING BUGS

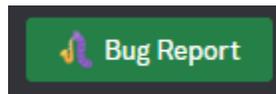
If you believe you've encountered a bug or an unintended use of a game mechanic, you may tell us by making a bug report. To ensure that the bug you're reporting hasn't already been reported or even fixed, check the [Known Bugs](#) document and the Trello where you can see if the bug has been hotfixed for the main game or fixed in the next update: [Arcane Odyssey](#).

HOW TO REPORT A BUG

1. Go to the **#-bug-reports-appeals** Discord channel.



- a. Then click the **"Bug Report"** button.



2. Fill out the ticket information and wait for a Tester+ to claim the ticket.
 - a. It is essential for the bug report to have a screenshot, or a video, of the **Console (F9)** for the bug report to be considered valid, or at the very least useful.
3. Make sure to include as many details as possible if you have any.
4. If the bug isn't known or hasn't been reported yet, the bug report will be accepted and will be closed.

ACCEPTABLE EVIDENCE FOR BUG REPORTS

Screenshots are allowed for bug reports, however, if the bug happens over a determined amount of time, videos should be used instead.

Any screenshots used should be fullscreen as that makes your bug report better and easier to understand.

GIFs are considered volatile; while they're not the best and not preferred for bug reports, they're allowed.

Videos are the preferred method to report bugs as they are reliable and show how the bug can happen.

If the video is over 60 seconds please provide timestamps for when the reported action takes place. This helps us a lot while also minimizing the time used to search for the bug in the video.

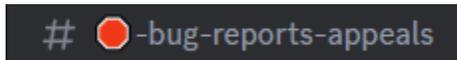
DISCORD SUPPORT

Discord support tickets can be used to report in-platform (Discord) rulebreakers for breaking the server's rules, blackmarketing, reducing your points count, appealing a mute or ban, and so on.

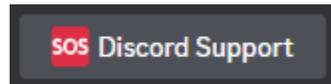
Anything that happens in Discord may be reported using the Discord support tickets.

HOW TO MAKE A DISCORD SUPPORT TICKET

1. Go to the #🔴-bug-reports-appeals Discord channel.



- a. Then click the “Discord Support” button.



2. Fill out the ticket information and wait for a Discord Moderator+ to claim the ticket.
 - a. While it is not required, linking rulebreaking messages and providing the ID of the rulebreaker can speed up the process of the ticket.
3. Make sure to include as many details as possible if you have any.
4. When the situation has been handled, the ticket will be closed.

ACCEPTABLE EVIDENCE FOR DISCORD SUPPORT REQUESTS

Screenshots are allowed for discord support requests.

Any screenshots used should be fullscreen as that makes your discord support request better and easier to understand.

GIFs are considered volatile, and as such, are not allowed for Discord Support Requests.

Videos are the preferred method for Discord Support Requests as they are reliable and clearly show the situation that needs to be handled.

If the video is over 60 seconds please provide timestamps for when the reported action takes place. This helps us a lot while also minimizing the time used to search for the rule breaks in the video.

SPECIFIC INFORMATION

Black Marketing: only videos are allowed, and the video must clearly show the user in the black marketing server, along with right clicking the user to show their ID.

Punishment Points Reduction: simply ask for a request to reduce your points.

SIDE NOTES

A section for general information, here you will find our suggestions on what to use to record or take screenshots to ensure the proper execution of tickets, and to ensure that the quality of the reports is on par with our standards.

GENERAL INFO

Make sure to have reliable recording software that allows you to record with a decent quality, the following are some examples: OBS Studio, Medal, Xbox Game Bar, and NVIDIA Shadowplay.

It is heavily discouraged to use Roblox's built-in recording software unless you have set its quality to be equal or above 480p.

For video(s) that you would like to show, you will need to provide a link.

Some examples of where to upload:

- <https://medal.tv/>
- <https://streamable.com/>
- <https://youtube.com/>

Do not post the files themselves, instead, upload them on the sites shown above.

If you have an image you'd like to provide, you can use <https://gyazo.com/>; <https://app.prntscr.com/en/index.html> or upload it to Discord and provide the image link.

Changelog

Sorted from newest (top) to oldest (bottom).

Version	Author	Changes	Date	File
0.0.7	Jobux	<ul style="list-style-type: none">Specified restores for possible gains isn't possible	2025/10/09	Download
0.0.6	Waffle	<ul style="list-style-type: none">Removed witch hunting - Rule removed a while ago	2025/06/28	Download
0.0.5	Waffle	<ul style="list-style-type: none">Minimum infamy restore adjustment	2025/06/10	Download
0.0.4	Waffle	<ul style="list-style-type: none">New specifications regarding restore and bug ticket changes	2025/3/17	Download
0.0.3	Galaga	<ul style="list-style-type: none">Added guidelines for clan logos being changed.	2024/3/23	Download
0.0.2	Artanaris Galaga	<ul style="list-style-type: none">Added clause for item restores to be considered valid	2023/12/5	Download
0.0.1	Artanaris, AlexSchuyler, Ricolantern	<ul style="list-style-type: none">Added changelog - galagaEdited restorable list to include Sealed Chests - galaga	2023/12/1	Download