Restore Information

WHAT TO KNOW

RESTORABLE

Drachma	Drachma being unintentionally bugged out due to unforeseen circumstances.
Hecate/Magic	Hecate Essence being noninteractive, which does not let you select your Magic.
Storyline	Being unable to progress the story due to unintentional bugs.
Sealed Chests	Sealed Chest being unintentionally bugged out due to unforeseen circumstances.
Legendary/Mystic Chests	Legendary or Mystic Chests being unintentionally bugged out due to unforeseen circumstances.
Clan Infamy	Losses caused by a Bug/Exploiter. Please keep in mind that the minimum *required* for a Clan Infamy restore is 100 infamy lost.
Renown (Bounty/Fame)	Losses caused by a Bug/Exploiter.
Items	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.
Cargo	Cargo may be restored for their respective Drachma each *if* the cargo was lost halfway or more through the voyage to sell them, otherwise they'll be restored for 50 Drachma each. Criminal cargo will **not** be restored if the cargo was lost before halfway.
Data	Losses to your game data may be restored based on what information you may provide on your ticket.

ROBLOX Serverwide Failures	If you have multiple POVs of a server crashing due to ROBLOX, this is eligible for a restore.
Dragonblood	If a Dragon's blood did not spill over or is un-interactable, this is restorable provided you have the "page" inside your guidebook and proper evidence.

UNRESTORABLE

Experience (EXP)	Experience (EXP) is unable to be restored as of right now.
Treasure Charts	Treasure Charts are unable to be restored as of right now.
Crashes/Disconnects	Losses caused by disconnects, individual crashes or in-game server shutdowns aren't restorable; it is especially advised to not play during outages.
Desync	Losses caused by game desync aren't restorable as of right now.
Generations	Generations depend on what badges you have and are unrestorable as a consequence of *below*. Note that "Welcome to Arcane Adventures" does not qualify you for 2nd Generation.
Badges	Badges are unable to be restored as of right now.

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

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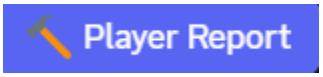
1. Go to the **#🛑-support-tickets** Discord channel.
    a. If you require a restore due to a bug, then click the “**Bug Report**” button.

    b. If you have an issue that prevents you from progressing or loading into the game entirely, then click the **“Softlock Report”** button

    c. 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 **Tester+** to claim the ticket. A **Tester+** with the restore role or a **Game Mod Lead** will handle your restore.
3. You will receive a notification when the restore is done.

EVIDENCE FOR RESTORES

Screenshots

Screenshots are easily manipulatable and as such, **not** a reliable source to be used as evidence.

GIFs

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

Videos

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

We only restore for losses caused by a bug/exploit, we do **not** 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.

If you are low enough health before encountering the bug, this *may* make the restore ineligible.

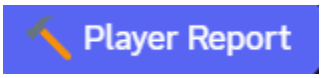
Reporting Players

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

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1. Go to the **#🛑-support-tickets** Discord channel.
    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, you can see if the bug has been hotfixed for the main game or fixed in the next update by visiting our Trello: Arcane Odyssey.

HOW TO REPORT A BUG

1. Go to the **#🛑-support-tickets** 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 **#🛑-support-tickets** 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
0.1.0	Waffle	• Added dragonblood, generations, and badges guidelines	2026/09/14	Download
0.0.9	Waffle	• Reformatting • More modernization changes	2026/03/19	Download
0.0.8	Waffle	• Roblox outage restore exception • Removed arbitrary clan icon restores • Modernization changes	2026/03/10	Download
0.0.7	Jobux	• Specified restores for possible gains isn't possible	2025/10/09	Download
0.0.6	Waffle	• Removed witch hunting - Rule removed a while ago	2025/06/28	Download
0.0.5	Waffle	• Minimum infamy restore adjustment	2025/06/10	Download
0.0.4	Waffle	• New specifications regarding restore and bug ticket changes	2025/3/17	Download
0.0.3	Galaga	• Added guidelines for clan logos being changed.	2024/3/23	Download
0.0.2	Artanaris Galaga	• Added clause for item restores to be considered valid	2023/12/5	Download
0.0.1	Artanaris, AlexSchuyler, Ricolantern	• Added changelog - galaga	2023/12/1	Download

		• Edited restorable list to include Sealed Chests - galaga		