

Shipping

Your order may be charged customs fees (taxes, duties, processing fees, brokerage fees, etc.) upon delivery. If payment of additional fees is refused at the time of delivery, the shipment will be returned to us. At that point, we can refund your purchase price, not including shipping costs.

Note: Currently shipping is available only within India.

International shipping for merchandise will be available soon.

Returns Policy

30-days return policy

All apparel items can be returned within thirty days of receipt, to be exchanged into a different size or re-funded. **The customer needs to arrange and pay for the return shipping cost.**

All returned items must be in "as new" condition. "As new" means unwashed, unworn, and unmodified in any way. We cannot exchange or return items that have been returned with strong smells such as perfume/cologne, detergent, and cigarette smoke. "As new" also takes into consideration any orders that included any in-game codes. We cannot issue refunds on any item that included an in-game code unless the code has not been used.

All non-apparel products (including collectibles) can be returned within thirty days of receipt, if the product has not been unpacked, and is in its original state and condition. Included bonus codes must be unused.

Please do not send us product(s) that do not meet the return criteria listed above, as we do not issue refunds for non-qualifying items and cannot return the items to you.

How to arrange a return/exchange?

All you will need to do is send the items back to us at the address on your invoice including the order number. Orange Rock does not provide return labels at this time. You can send the item(s) with whatever postal carrier you choose however, we always recommend getting tracking. **Please note that we do not refund shipping fees.**

If you wish an exchange please write us via the [contact form](#) which product you would like to exchange. Please make sure to also include your order number.

Any item you have accepted and then returned is your responsibility until it reaches our warehouse. Please therefore ensure that you send your item back to us using a delivery service that insures you for the value of the goods.

I received an incorrect or damaged item!

Please accept our apologies. Contact us via the [contact form](#) and we will help you getting a perfect good. Please provide details of the fault and where possible attach pictures to your message.

Will you refund my postage cost to return an item?

We are more than happy to refund postage costs to return an item where the return is required due to our error. For instance:

- If we sent you the wrong item
- If the item is damaged or faulty

We will not refund postage costs to return items which are unwanted or no longer required. These costs will need to be covered by you, again we recommend using a delivery service that insures you for the value of the goods.