

# Shipping and Delivery Policy

**Company:** Serosupreme Stack LLP

**Official Donate Store:** <https://gta5supreme.com/donate.html>

## 1. Overview

This Shipping and Delivery Policy explains how in-game assets (Supreme Coins) are delivered to players of **Supreme Roleplay**, a GTA 5 roleplay server managed by **Serosupreme Stack LLP**.

All purchases are **digital** and delivered **in-game only**. No physical items will be shipped.

## 2. What You Can Purchase

- Players can **only purchase Supreme Coins** through the official donation store.
- Supreme Coins can be used to access in-game features, upgrades, and roleplay enhancements.
- No real-world goods or services are included in this purchase.

## 3. Delivery Method

- Supreme Coins are credited **directly to your in-game account** associated with your Rockstar Social Club ID or server account.
- Delivery is **instant** in most cases, but may take up to **30 minutes to 24 hours** during high traffic or manual verification.

## 4. Delivery Timeline

- **Automatic Credit:** Usually within **5-10 minutes** after successful payment.
- **Manual Verification Orders:** May take up to **24 hours** (e.g., for fraud checks or large donations).

## 5. Confirmation and Notifications

- After successful payment, you will receive:
  - **Payment Confirmation Email** ◦ **In-Game Notification or Account Balance Update**

## 6. Non-Delivery Issues

If your Supreme Coins do not appear in-game after the stated timeline:

- Verify that you provided the **correct in-game details** at checkout.
- Contact support at [[support@gta5supreme.com](mailto:support@gta5supreme.com)] with:
  - Transaction ID ◦  
Payment Screenshot ◦  
In-game Name / Account  
ID

## 7. Restrictions and Fraud Protection

- Purchases must be made **only via the official donate page**:  
<https://gta5supreme.com/donate.html>
- Any purchase from third-party sellers is **strictly prohibited** and will result in **account suspension**.
- All transactions are **non-refundable** once coins are delivered in-game(read refund policy for more details).

## 8. Customer Support

For delivery issues or questions:

- **Email:** [support@gta5supreme.com](mailto:support@gta5supreme.com)
- **Discord:** <https://discord.gg/FQPJ5bj4GV>