

Privacy and Security Policy

We take the issue of privacy of personal and company information very seriously and want you to feel comfortable while using our site.

Vaccaro's Italian Pastry Shop, Inc. has implemented fair information practices designed to protect your privacy. We believe that privacy of personal and company information is a human right. We believe that everyone benefits from the free flow of information and pledge to gather and use information about use responsibly.

What we learn about you:

Vaccaro's Italian Pastry Shop, Inc. collects general user information, such as what site you just came from, the browser you use, and the path you take throughout our site.

We collect information you agree to provide us while utilizing our information request forms and e-commerce features. Information collected includes limited personal data: your e-mail address, your name, your mailing address, your phone number, etc.

How we use what we learn:

We compile and use information gathered to offer you services and to better design and customize our online services to meet your needs.

We use the personal and company information to compile aggregate information about our user base and usage patterns.

In the cases where we offer a gift or drawing for your participation, we use your name and address to fulfill your prize winnings.

We reserve the right to use cookie technology to help you move faster through our site. A cookie is a string of information that is sent by a web site and stored on your hard drive or temporarily in your computer's memory.

We reserve the right to send to you direct mail or e-mail about our new site features.

Vaccaro's Italian Pastry Shop, Inc. will never sell or share any information that you provide us with any other third party unless we have your explicit permission to do so. Vaccaro's Italian Pastry Shop, Inc. furnishes only non-identifying information, like your age and sex, to statistical companies solely for marketing purposes.

How you can change/delete your data:

To change or delete your data from our database, you may e-mail us at: support@vaccarospastry.com.

Please note that we may from time to time modify our privacy policy. We invite you to periodically review this page to familiarize yourself with our most current version.

We are happy to serve you and your business needs.

REFUND POLICY

All sales are final, no refunds. We do not guarantee your shipping dates. We do not accept returns or exchanges unless the item you purchased is defective. If you receive a defective item, please contact us at 410-276-5565 with details of the product and the defect.

Shipping Policy

We ship anywhere in the continental United States. We ship via UPS Monday thru Wednesday. UPS does not deliver on Saturdays and Sundays. The date that is chosen as the ship date will be the date that the package physically goes in the mail but not the day that the package will be received. UPS needs a physical address no P.O. Boxes etc. When shipping a Next Day Air cold pack (ex: Cannoli & Cakes) someone must be available to accept package. Cold/Frozen items must be sent Next Day Air to protect the integrity of the product, no exceptions. UPS does not "guarantee" that they can meet all shipment dates during Peak Holiday times and "Act of God" situations. Unfortunately, when Vaccaro's is not reimbursed by UPS, Vaccaro's cannot reimburse our customers.

SHIPPING AND HANDLING COSTS:

All shipping costs will be determined by UPS. Any products that must be kept cold must be sent Next Day Air. This includes, but is not limited to; cakes, tiramisu, cannoli, and any combo packs that include these items. There is no separate charge for handling.