

Privacy Policy

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address, phone number, and email address. Your personal information will be used only for any purchase transaction.

Our business is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our business adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our business and its service providers.

Refund/Return Policy

The Victorian Lady of Academy Hill is committed to customer satisfaction. Return of non-food merchandise is allowed within 30 days of original ship date. The customer is responsible for shipping charges on all return shipments. Please contact us at info@victorianladyofacademyhill.com if you wish to return non-food merchandise. Food and loose-leaf tea merchandise cannot be returned.

Shipping Policy

All merchandise will be shipped within 48 hours of order receipt. All shipments are via United States Postal Service.