



Store Policy & Customer Information

Exchanges / Returns

Customers please note that once any food items have left the premises of any Pasticceria Papa store, we are unable to exchange or return any products due to food safety regulations.

If there is a problem with a product you have purchased, it must be returned within 24 hours accompanied by proof of purchase to one of our stores to be assessed by a chef. A refund may only be issued where there is a genuine fault with the product produced by Pasticceria Papa.

Ingredients:

While all care is taken, all Pasticceria Papa products are prepared in an environment that contains nuts, gluten, eggs & dairy. If you have specific allergies or dietary requirements, please ask our staff before purchasing any food items.

Product Storage:

All Pasticceria Papa products with the exception of biscuits and bread must be refrigerated at 5' degrees or below.

Gelato and semifreddo cakes are frozen at time of purchase. It is the responsibility of the customer to ensure they are stored in an Esky or freezer bag during transit, and then a freezer once destination is reached.

Pasticceria Papa cannot be held responsible for gelato or semifreddo cakes melting once they have left the store.