



Bakery Returns and Refund Policy

At Bakery on O'Connell, we strive to provide our customers with high-quality, fresh products. However, we understand that sometimes things don't go as planned. We are committed to offering fair and reasonable resolutions in line with the Australian Consumer Law.

Refunds and Replacements

Under the Australian Consumer Law, you are entitled to a remedy if the product you have purchased does not meet certain guarantees (e.g., if it is damaged, incorrectly made, or not as described). If you find that the item you purchased is incorrect or defective, please follow the procedure below:

Incorrect or Damaged Product:

If you receive a product that is not what you ordered or is damaged (e.g., the incorrect product, or baked goods that are damaged), please return the product to us within 2 days from purchase. The product must be returned in its original condition and a proportionate refund will be given if we determine there is a quality deficiency.

Return Process:

Bring the incorrect or faulty product back to the store along with your proof of purchase (receipt or order confirmation).

Our team will inspect the product and, if the product is deemed to be faulty or incorrect, we will offer a **refund** or a **replacement**, as per your preference. We reserve the right to judge the quality for ourselves and refunds will not be given if you simply do not like the taste or it's not for you.

Change of Mind:

Due to the perishable nature of our products, we are unable to accept returns or offer refunds for items if you simply change your mind after purchase. We encourage you to ensure your order is correct before finalizing your purchase.

Contact Us

If you have any questions or concerns regarding your purchase, please contact us directly in store or call 08 8361 7377

Thank you for choosing Bakery on O'Connell. We appreciate your understanding and continued support.