

Shipping Information

Orders are dispatched within 2 business days from Brisbane (always quicker when we can). Once orders leave our store, they are in the trusty hands of Australia Post and are out of our control. If you have selected a tracked delivery option, you will not only receive your tracking number from us but updates from Australia Post too. So please, double check that your email is entered correctly at the checkout. All parcels with tracking require a signature upon delivery. If you would like your order to be left at your door, please specify this in the notes section when ordering

How long will it take for my order to arrive?

If we have already shipped your order, you will have been emailed your tracking number with Aus Post. You can check the progress of your delivery on the AusPost website. Just have your tracking number ready. General transit times are:

Express post: Next business day delivery from dispatch (for addresses within the next day postage network)

Parcel Post: Brisbane Metro - up to 3 business days
Country - up to 5 business days

Parcel Post: rest of Australia:
Metro - 3-6 business days
Country - Check with your local post office

If your trackable order has not been received within 10 business days please contact us and we will endeavor to track it down. Please check your delivery address has been entered correctly before finalising your order as we do not offer postage refunds for returned orders that are incorrectly addressed.

Can I make an order by phone?

Our fastest service is through our online store here. If you are experiencing any difficulty ordering through our online store, please email hello@realbakingco.com.au for assistance.

Do you offer refunds?

As we make food products, we cannot offer change of mind refunds.

If your product arrives damaged or you believe it to be faulty, please contact us at hello@realbakingco.com.au