

Terms of Sale

Last updated 8 September 2026

Last updated 6 September 2026

These terms apply to every order placed on livingmae.com. Placing an order means you accept them. We have tried to write them in plain English rather than legalese — if anything is unclear, ask us before you buy and we will explain.

1. WHO YOU ARE BUYING FROM

MAË is a small underwear label. Our garments are cut, sewn and packed in Phuket, Thailand, and shipped worldwide. You can reach a person — not a bot — on WhatsApp or Telegram, or by phone on +66 81 672 5643. We answer daily, usually the same day.

2. THE PRODUCTS

Everything we sell is cotton jersey: 96% cotton and 4% elastane, with a 100% cotton gusset. Sizes run S to L and are fitted from body measurements in centimetres, not cup letters. The full chart is on the sizing page.

Colour on a screen is never exact. Monitors and phones render Creamy Milk, Heather Grey, Ink Black, Pale Pink and Pale Yellow differently, and a colour may vary slightly between production runs of the same fabric. If the exact shade matters to you, ask us and we will film the piece in daylight before you order.

We make small batches. A colour or size can sell out, and when it does we say so rather than backordering silently.

3. PRICES AND CURRENCY

Prices are set in US dollars and can be displayed in Thai baht. If your card is issued in another currency, your bank converts at its own rate and may add a fee — that conversion is between you and your bank, and we neither set nor receive it.

Prices exclude shipping and exclude any customs duty or import tax in your country.

4. PLACING AN ORDER

Adding items to the cart is not an order. Your order becomes a contract when we confirm it —

normally within one working day. Until then we may decline it, for example if an item has just sold out or if the delivery address is one we cannot ship to. If we decline, you are refunded in full.

You are responsible for the accuracy of the delivery address and contact details you give us. Tell us immediately if something is wrong; once a parcel has been dispatched we cannot change it.

5. PAYMENT

We accept card payment and PayPal. Payment is taken at checkout. We never see or store your full card number — it goes directly to the payment provider.

6. SHIPPING AND DELIVERY

We ship worldwide from Phuket, with tracking on every parcel. Typical transit times after dispatch:

- From 5 days within Asia
- 10–18 days to Europe and the Middle East
- Up to 3 weeks to the Americas and Australia

These are carrier estimates, not guarantees. Customs inspection, public holidays and weather can add time, and none of that is within our control.

Shipping is never free: the cost is calculated by weight and destination and shown before you pay.

Customs duties and import taxes are paid by you, separately from the shipping cost, according to the rules of your country. If a parcel is refused at customs and returned to us, we refund the goods but not the shipping.

Risk passes to you on delivery. If a parcel arrives damaged, photograph it before opening and send us the photographs the same day.

7. EXCHANGES AND RETURNS

Underwear is an intimate product, so the rules differ by item. Please read this section before ordering.

What can be exchanged

Bralettes, sets and the robe can be exchanged within 14 days of delivery, provided they are unworn, unwashed, and returned with all tags and the original packaging intact.

What cannot be returned

For hygiene reasons, briefs, shorts and thongs cannot be returned or exchanged once the packaging has been opened. This is standard practice for intimate garments and it is not negotiable. If you are unsure about a size, send us your measurements before ordering — we would rather spend ten minutes on that than have you stuck with something that does not fit.

How it works

Write to us on WhatsApp or Telegram within 14 days of delivery and tell us what you want to exchange and why. We will confirm the return address. Return postage is paid by you, and we recommend a tracked service — we can only process what actually reaches us.

Faulty or wrong items

If a piece arrives faulty, damaged or is simply not what you ordered, that is our problem, not yours. Send us photographs and we will replace it or refund it in full, including postage both ways. This applies to briefs as well: the hygiene rule above never limits your rights when the fault is ours.

Nothing in these terms reduces any statutory consumer rights you have in your own country.

8. CANCELLING

You can cancel any order free of charge before it is dispatched — just write to us. Once it has left Phuket, section 7 applies.

9. WHAT WE ARE RESPONSIBLE FOR

We are responsible for supplying the goods you ordered, in the condition described. We are not responsible for delays caused by carriers or customs, for duties charged in your country, or for a garment failing because it was washed at a temperature the care label warns against. Our liability for any order is limited to the amount you paid for it.

10. CHANGES

We may update these terms. The version that applies to your purchase is the one published on the day you ordered.

SELLER DETAILS

These are the registration details of the business behind MAË, for anyone who wants to check who they are buying from.

- Seller: Individual Entrepreneur «Living MAE»
- Proprietor: Saparkul Ayaulym Edilkyzy
- Registered in: Republic of Kazakhstan, Almaty — State Revenue Department, Bostandyk district
- Registration notification no.: KZ04UWQ08704219, 9 July 2026
- Activity codes: 47910, 47711, 47712 — retail trade, including online
- Production and dispatch: Phuket, Thailand
- Contact: WhatsApp, Telegram, +66 81 672 5643, or livingmae.info@gmail.com

Full registration documents are available on request — just ask.

11. QUESTIONS

Ask before you buy rather than after. WhatsApp and Telegram are the fastest routes, and the same two people answer both. For anything you would rather put in writing, or for a formal complaint, write to livingmae.info@gmail.com.