

Accessibility Statement

EN 301 549 Standard Version
(Based on VPAT® Version 2.5Rev)

Product name/version: [Cosibella Wholesale](#)

Report date: October 2025

Product description: Online store selling cosmetics

Contact details: +48 222 662 877, contact@cosibella-wholesale.com

Website launch date: 2014

Date of last update related to accessibility improvements: 01.06.2027

Remarks: The report concerns the version tested in October 2025.

Evaluation methods: Expert audit based on WCAG 2.1 AA, manual and automated tests, tests using NVDA and VoiceOver, and analysis of HTML/CSS/ARIA code.

Applicable standards and guidelines:

Standards and guidelines	Considered in the report
Web Content Accessibility Guidelines 2.1 Level A	Yes
Web Content Accessibility Guidelines 2.1 Level AA	Yes
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Accessibility limitations:

- Keyboard users lose focus in modals and cannot complete actions.
- Screen readers do not convey meaningful structure or states, making it difficult to understand what is happening on the page.
- Forms are difficult to use: missing associated labels, errors are not announced, and there are no hints or corrections.
- Navigation is illogical due to disrupted focus order and non-semantic headings.
- Carousels and “before/after” sliders are not fully operable from the keyboard and do not communicate their states.
- The focus indicator is sometimes invisible, which makes orientation difficult for users with low vision or motor impairments.
- The contrast of text and non-text elements is sometimes too low, which reduces readability.

- Information is sometimes conveyed by color alone, causing users with color vision deficiencies to lose context.
- Links and buttons have unclear or misleading labels, making the purpose of actions uncertain.
- Elements that look like buttons act as links, reducing interaction predictability.
- Content changes (for example, cart updates or messages) are not announced, leaving users unaware of what has changed.
- UI components use presentational HTML and custom controls, limiting support for assistive technologies.

EN 301 549 Summary

Clause 9 (Websites)

Applies – The website partially meets the requirements of WCAG 2.1 Levels A and AA.

Clause 10 (Non-web documents):

Partially meets – Document accessibility is partially maintained. There is no information available on the level of document compliance on the website.

Clause 11 (Software)

Not applicable – The website does not provide software.

Clause 12 (Documentation and support services)

Partially meets – There is no complete information on available alternative support channels.

Feedback and contact information

If you notice any digital accessibility issues on this website, please contact us:

[Name / Responsible Department]

E-mail: [e-mail address]

Telephone: [phone number]

Every user has the right to request digital accessibility of this website or any of its elements.

Please include the following in your request:

- Your full name,
- Contact details (for example, e-mail address or phone number),
- The exact address and a description of the page concerned,
- A description of the inaccessible element and your preferred way of making it accessible.

We will respond as soon as possible, but no later than **[7 business days]**.

If we are unable to ensure accessibility or provide an alternative solution within that time, we will inform you of a new deadline — no longer than **[2 months]**.

If we cannot fulfill your request, we will propose an alternative way to access the content.

Requests and complaints handling

If:

- We refuse to ensure digital accessibility in response to your request, or
- The alternative access method we propose is not satisfactory to you,

you have the right to file a complaint.

You may submit your complaint to the appropriate supervisory authority responsible for monitoring the availability and accessibility of digital services in your country.