

Before you publish — notes for the service provider

Not for publication. These notes explain what the documents in this pack do not do for you.

1. Fill in every field marked [to be completed by the service provider] in the other documents before publishing them.
2. Article 13(4): where the service does not meet the applicable accessibility requirements, the service provider must take corrective measures and immediately inform the competent national authorities of the Member States where the service is provided, giving details of the non-compliance and of the corrective measures taken. Publishing this information does not replace that duty.
3. Article 14: a requirement may be left unmet only on the grounds of fundamental alteration or disproportionate burden, after the assessment described in Article 14 and Annex VI, documented and communicated as the national law requires.
4. Article 4(5) and Article 3(23): check with the national authority whether the microenterprise exemption applies to you before relying on it.
5. Check that the service falls within Article 2(2). The Directive's service requirements apply only to those services.
6. Article 13(2) and Annex V: include the information in your general terms and conditions or an equivalent document, make it available in written and oral format and accessible to persons with disabilities, and keep it for as long as the service is in operation.
7. National law may add requirements (for example on where the information appears or which authority must be named). Check the national law listed in the statement — entries marked for checking have not been verified against the current official text.
8. Automated testing covers only part of the requirements. A manual review by a person is needed before conformity can be assessed.

Official text of Directive (EU) 2019/882:

1. The accessibility requirements referred to in Article 4 shall apply only to the extent that compliance:
 - (a) does not require a significant change in a product or service that results in the fundamental alteration of its basic nature; and
 - (b) does not result in the imposition of a disproportionate burden on the economic operators concerned.

Notices

- SmileStory Inc. is not a certification body. This document does not certify conformity; whether the service meets the requirements is decided by the authorities responsible for checking the compliance of services (Article 23) and, ultimately, the courts.
- This document is not legal advice.
- As of 2026-10-15, no harmonised standards and no technical specifications under Article 15 for Directive (EU) 2019/882 had been published in the Official Journal of the European Union; EN 301

549 V3.2.1 is referenced only under Directive (EU) 2016/2102. Meeting EN 301 549 or WCAG therefore does not give a presumption of conformity with Directive (EU) 2019/882 (Article 15(1)).

- Annex IV technical documentation and the EU declaration of conformity apply to manufacturers of products, not to service providers, and are not part of this document.