

# Information on how the service meets the accessibility requirements

Directive (EU) 2019/882, Article 13(2) and Annex V

|                                              |                                                                                                                                                                       |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service provider                             | Example Shop Ltd (sample)                                                                                                                                             |
| Service                                      | Example online shop (sample)                                                                                                                                          |
| Member State(s) where the service is offered | DE, FR, IE                                                                                                                                                            |
| Measured on                                  | 2026-10-09                                                                                                                                                            |
| Service category (Article 2(2))              | e-commerce services (Art. 2(2)(f))                                                                                                                                    |
| Document date                                | 2026-10-15                                                                                                                                                            |
| Prepared by                                  | SmileStory Inc.                                                                                                                                                       |
| Responsibility                               | Prepared by SmileStory Inc. from automated measurement. The service provider is responsible for the content of this information and for completing the marked fields. |

Official text of Directive (EU) 2019/882:

## INFORMATION ON SERVICES MEETING ACCESSIBILITY REQUIREMENTS

1. The service provider shall include the information assessing how the service meets the accessibility requirements referred to in Article 4 in the general terms and conditions, or equivalent document. The information shall describe the applicable requirements and cover, as far as relevant for the assessment the design and the operation of the service. In addition to the consumer information requirements of Directive 2011/83/EU, the information shall, where applicable, contain the following elements:

- (a) a general description of the service in accessible formats;
- (b) descriptions and explanations necessary for the understanding of the operation of the service;
- (c) a description of how the relevant accessibility requirements set out in Annex I are met by the service.

2. To comply with point 1 of this Annex the service provider may apply in full or in part the harmonised standards and technical specifications, for which references have been published in the Official Journal of the European Union.

3. The service provider shall provide information demonstrating that the service delivery process and its monitoring ensure compliance of the service with point 1 of this Annex and with the applicable requirements of this Directive.

## 1. Information required by Annex V, point 1

Where this information is published (general terms and conditions, or an equivalent document): [to be completed by the service provider]

How this information can be obtained in oral format and in other accessible formats (Article 13(2)): [to be completed by the service provider]

### (a) General description of the service in accessible formats

[to be completed by the service provider]

### (b) Descriptions and explanations needed to understand how the service operates

[to be completed by the service provider]

**(c) How the accessibility requirements of Annex I are met**

The table summarises each requirement of Annex I, Section III. The evidence file gives the details.

| Requirement | Official text                                                                                                                                                                                                  | Result                                                                                                                                                                                                                                                                                |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| III(a)      | ensuring the accessibility of the products used in the provision of the service, in accordance with Section I of this Annex and, where applicable, Section II thereof;                                         | Manual check only — cannot be assessed by automated testing<br>To be described by the service provider after a manual review.                                                                                                                                                         |
| III(b)(i)   | making the information available via more than one sensory channel;                                                                                                                                            | No automated failures — manual check remaining<br>Automated checks found no failures; a manual review is still needed.                                                                                                                                                                |
| III(b)(ii)  | presenting the information in an understandable way;                                                                                                                                                           | No automated failures — manual check remaining<br>Automated checks found no failures; a manual review is still needed.                                                                                                                                                                |
| III(b)(iii) | presenting the information to users in ways they can perceive;                                                                                                                                                 | Manual check only — cannot be assessed by automated testing<br>To be described by the service provider after a manual review.                                                                                                                                                         |
| III(b)(iv)  | making the information content available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel;      | No automated failures — manual check remaining<br>Automated checks found no failures; a manual review is still needed.                                                                                                                                                                |
| III(b)(v)   | presenting in fonts of adequate size and suitable shape, taking into account foreseeable conditions of use and using sufficient contrast, as well as adjustable spacing between letters, lines and paragraphs; | Failures found (automated)<br>Automated checks that we map to this requirement reported failures (the mapping from WCAG and EN 301 549 to Annex I is our interpretation, not an official correspondence).<br>Service provider's assessment: [to be completed by the service provider] |
| III(b)(vi)  | supplementing any non-textual content with an alternative presentation of that content; and                                                                                                                    | Failures found (automated)<br>Automated checks that we map to this requirement reported failures (the mapping from WCAG and EN 301 549 to Annex I is our interpretation, not an official correspondence).<br>Service provider's assessment: [to be completed by the service provider] |
| III(b)(vii) | providing electronic information needed in the provision of the service in a consistent and adequate way by making it perceivable, operable, understandable and robust;                                        | Manual check only — cannot be assessed by automated testing<br>To be described by the service provider after a manual review.                                                                                                                                                         |

| Requirement | Official text                                                                                                                                                                                                                                                            | Result                                                                                                                                                                                                                                                                                |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| III(c)      | making websites, including the related online applications, and mobile device-based services, including mobile applications, accessible in a consistent and adequate way by making them perceivable, operable, understandable and robust;                                | Failures found (automated)<br>Automated checks that we map to this requirement reported failures (the mapping from WCAG and EN 301 549 to Annex I is our interpretation, not an official correspondence).<br>Service provider's assessment: [to be completed by the service provider] |
| III(d)      | where available, support services (help desks, call centres, technical support, relay services and training services) providing information on the accessibility of the service and its compatibility with assistive technologies, in accessible modes of communication. | Manual check only — cannot be assessed by automated testing<br>To be described by the service provider after a manual review.                                                                                                                                                         |

## 2. Harmonised standards and technical specifications

No harmonised standards for this Directive have been published in the Official Journal, so none has been applied. WCAG 2.2 (levels A and AA) and the web clauses of EN 301 549 V3.2.1 were used as technical references for testing. This does not create a presumption of conformity.

## 3. Service delivery process and monitoring

Procedures that keep the service in conformity (Article 13(3)) — who is responsible for accessibility, how changes are checked before release, how user reports are handled: [to be completed by the service provider]. Automated re-testing by SmileStory Inc. is scheduled every quarter as one input to these procedures.

## Authorities responsible for the compliance of services

- **Deutschland:** Marktüberwachungsstelle der Länder für die Barrierefreiheit von Produkten und Dienstleistungen (MLBF AöR) — <https://www.mlb-f-barrierefrei.de/>; Schlichtungsstelle nach § 16 des Behindertengleichstellungsgesetzes (bei dem Beauftragten der Bundesregierung für die Belange von Menschen mit Behinderungen) (conciliation) — <https://www.schlichtungsstelle-bgg.de/>; Bundesfachstelle für Barrierefreiheit (advice) — <https://www.bundesfachstelle-barrierefreiheit.de/>
- **France:** Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF) — <https://www.economie.gouv.fr/dgccrf> [to be completed by the service provider]
- **Éire / Ireland:** Competition and Consumer Protection Commission (CCPC) — <https://www.ccpc.ie/>; National Disability Authority (advice) — <https://nda.ie/eea>

### 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.