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# **Accessibility statement**

This statement was created on [21/01/2026](#)

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## **Accessibility statement for website name**

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This accessibility statement applies to <https://www.etro.com/>.

This website is run by [ETRO S.p.A.](#) We want as many people as possible to be able to use this website.

### **Feedback and contact information**

We're always looking to improve the accessibility of this website. If you find any problems please contact us:

- [customercare@etro.com](mailto:customercare@etro.com)

We'll consider your request and get back to you in 3 days.

## **Technical information about this website's accessibility**

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We are committed to making our website accessible, in accordance with The Equality Act 2010 and with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### **Compliance status**

This website is **partially compliant** with the [EN 301 549](#) "Accessibility requirements for ICT products and services", the European Standard and [Web Content Accessibility Guidelines version 2.2](#) AA standard.

## **Non-compliance with the accessibility regulations**

- C.9.1.1.1 – Non-text Content: Not all non-text content presented to the user has a text alternative that serves the equivalent purpose.
- C.9.1.3.1 – Info and Relationships: In some cases, information, structure or correlations conveyed by the presentation of pages cannot be determined programmatically (or are not available through text);
- C.9.1.3.5 – Identify Input Purpose: The purpose of certain input fields that accept specific data is not communicated correctly to the a.t. or has not been implemented correctly;
- C.9.1.4.3 – Contrast (Minimum): The visual presentation of text and images containing text does not always meet the minimum required contrast ratio, except for cases explicitly exempted by the applicable standards (e.g. logos).
- C.9.1.4.4 – Resize text: Some texts, except for subtitles and images containing text, cannot be resized up to 200 percent without using assistive technologies and without losing content and functionality;
- C.9.1.4.10 – Reflow: Content that does not require a representation in two dimensions (such as data tables or maps) does not rearrange when resizing;
- C.9.1.4.11 – Non-text Contrast: For some essential components, even in different states, the color contrast compared to adjacent elements does not exceed the ratio of 3:1;
- C.9.1.4.12 – Text Spacing: Changing the spacing of texts relating to the height of the lines, spaces between paragraphs, letters or words, there are certain losses of information or content;
- C.9.1.4.13 – Content on Hover or Focus: In some cases, when mouse pointer (hover) passing or keyboard focus make content visible and hidden, there is no mechanism available to hide additional content without moving the mouse pointer or keyboard focus, the pointer cannot be moved to additional content without disappearing or additional content remains visible until the hover or focus event is removed, the user deletes it or his information is no longer valid except for some exceptions;
- C.9.2.1.1 – Keyboard: Some features cannot be activated by keyboard (or similar input interface);
- C.9.2.2.2 – Pause, Stop, Hide: Some animations, flashing, sliding or self-updates of information started automatically, with a duration of more than five seconds or presented in parallel with other content, there are no mechanisms to stop or hide them;
- C.9.2.4.2 – Page Titled: Some web pages do not have titles that describe the

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topic or purpose;

- C.9.2.4.3 – Focus Order: In some web pages that can be browsed sequentially and in which the navigation sequence affects their meaning and functioning, some objects that may receive the focus do not receive it with an order that preserves the meaning and operation of it;
- C.9.2.4.4 – Link Purpose (In Context): The purpose of certain links cannot be determined by the link text or by the link text together with adjacent content;
- C.9.2.4.6 – Headings and Labels: Headers and/or labels do not sufficiently clarify content or functionality;
- C.9.2.4.7 – Focus Visible: On some interactive elements the focus indicator is not visible;
- C.9.2.5.3 – Label in Name: For some user interface components with labels that include text or text images, the name read by the a.t., does not contain the text that is visually presented;
- C.9.2.5.8 – Target Size (Minimum): Certain interactive elements do not meet the minimum target size of 24 × 24 CSS pixels;
- C.9.3.3.2 – Labels or Instructions: In some cases no labels or instructions are provided when the content requires input actions by the user;
- C.9.3.3.3 – Error Suggestion: In cases where an input error is identified and suggestions for correction are known, they are not provided to the user, unless prohibited by law;
- C.9.4.1.2 – Name, Role, Value: In some cases, user interface components (including: module elements, script-generated links and components), name, role, state, property and values are incorrect or set, or the user a.t are not warned when these attributes change;
- C.9.4.1.3 – Status Messages: In some cases state messages are not presented to the user so that a.t. interpret them without having to move the focus;
- Some non-web documents (e.g. PDFs) may not be fully compliant. To request an accessible version, please use the feedback mechanism indicated in this accessibility statement.

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## **Enforcement Procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

If you're not happy with how we respond to your feedback, you can contact the [Equality Advisory and Support Service \(EASS\)](#).