Accessibility Statement for HARDWARIO Store Website

This statement has been prepared by § 14 of Act No. 424/2023 Coll., on the accessibility requirements for certain products and services, and describes how HARDWARIO a.s. e-shop meets the requirements for digital accessibility. It includes a general description of the service and practical explanations for users.

1. General Description of the Service

HARDWARIO Store is a specialized online store offering Internet of Things (IoT) devices and accessories. It is available at: https://www.hardwario.store.

The store enables:

- Browsing of the assortment divided into sections: Smart Devices, TOWER, CHESTER, STICKER, EMBER, GAUGER, and Accessories
- Searching using a full-text field in the top bar and filtering by category, price, availability, or technical specifications
- Viewing product details (photos, technical specs, price, stock availability)
- Creating and managing a user account, including billing information and order history
- Secure online payments via Comgate gateway, Apple Pay, Google Pay, or fast online transfer
- Selecting delivery options (DPD, Zásilkovna)
- Order confirmation and dispatch status updates via e-mail

2. Usage and Navigation Instructions

- Click on the HARDWARIO Store logo in the top left to return to the homepage anytime.
- The full-text search field under the logo allows you to find products by name or description
- The main menu is located below the search (language selection, email link, personal account, shopping cart)
- Below the main menu are expandable section items

- After selecting a product category, items can be sorted by default parameters (e.g. recommended, cheapest, most expensive)
- Product detail opens by clicking on the name or photo
- Purchase process:
  Select product → "Add to cart" → To continue shopping, click "Back to shopping"; to proceed, click "Go to cart" → "Continue to delivery" → Select delivery and payment options → "Continue to shipping info" → Fill in all required fields and agree to the terms and conditions → "Order with obligation to pay" → Enter card details if paying by card

3. Conformity with Accessibility Requirements

HARDWARIO Store strives to comply with the Web Content Accessibility Guidelines (WCAG) 2.2 at the AA level and technical requirements of the harmonized standard EN 301 549.

The e-shop is designed to be perceivable, operable, understandable, and robust. The typography uses appropriate font size, shape, and spacing, with adequate contrast and spacing between letters, lines, and paragraphs.

All non-text content is accompanied by an alternative format. Information required for service provision is delivered in a consistent and accessible manner.

If support services (e.g. helpdesk, telephone center, technical support, training services) are available, they provide accessibility information and compatibility with assistive technologies, using communication methods accessible especially to people with disabilities.

Identification, security, and payment methods are also designed to be perceivable, operable, understandable, and robust.

4. Feedback

If you encounter any accessibility barriers, please contact us at: **ask@hardwario.com**
(Use the subject line "Digital Accessibility")

Address:

HARDWARIO a.s.

U Jezu 525/4

460 01 Liberec

5. Complaints

If you are unsatisfied with how your feedback was handled, you may contact the **Czech Trade Inspection Authority (Česká obchodní inspekce)** at www.coi.cz. The authority supervises compliance with digital service accessibility.

6. Date of Issue

This statement was issued on **June 28, 2025**