

HARDWARIO STORE

Accessibility Statement

How the HARDWARIO Store at <https://www.hardwario.store> meets the requirements for digital accessibility. This statement is prepared under Section 14 of Czech Act No. 424/2023 Coll., on accessibility requirements for certain products and services.

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General description of the service

The HARDWARIO Store is a specialised online store for Internet of Things (IoT) devices and accessories, operated by HARDWARIO a.s. The store enables in particular:

- browsing the range, divided into the sections MILESIGHT, Smart Devices, TOWER, CHESTER, STICKER, EMBER, GAUGER and Accessories,
- searching with the full-text field in the top bar and filtering by category, price, availability or technical specifications,
- viewing product details (photos, technical specifications, price, stock availability),
- creating and managing a user account, including billing details and order history,
- secure online payments through the Comgate payment gateway, Apple Pay or Google Pay, or a quick online transfer,
- choosing the delivery option (DPD, Zásilkovna),
- order confirmation and dispatch status updates by e-mail.

Usage and navigation

- Click the HARDWARIO Store logo in the top left corner to return to the home page at any time.
- The full-text search field below the logo finds products by name or description.
- The main menu is below the search field (language selection, e-mail link, personal account, shopping cart).
- Below the main menu are the section items, which expand on click.
- After choosing a category, items can be sorted by preset parameters (recommended, cheapest, most expensive and so on).
- Open a product's details by clicking its name or photo.
- Purchase process: choose a product and click "Add to cart"; to continue shopping click "Back to shopping", otherwise "Go to cart". Click "Continue to delivery" and choose the delivery and payment options, then "Continue to shipping info", fill in all required fields and tick the agreement to the terms and conditions. Complete the order with "Order with obligation to pay"; when paying by card, enter the card details and confirm the payment.

Conformity with accessibility requirements

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

The online store is designed to be perceivable, operable, understandable and robust. The typography uses an appropriate font size and shape, taking foreseeable conditions of use into account, with sufficient contrast and adequate spacing between letters, lines and paragraphs. All non-text content is accompanied by an alternative presentation. The electronic information needed to provide the service is delivered in a consistent and appropriate way.

The terms and conditions, the withdrawal instructions, the claims procedure and the other downloadable documents are accessible PDF documents conforming to PDF/UA-1 (structured for screen readers, with alternative text for images).

Where support services are available (for example a helpdesk, call centre, technical support, relay services or training), they provide information on the accessibility of the service and its compatibility with assistive technologies, using means of communication accessible in particular to persons with disabilities.

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

Feedback

If you encounter any accessibility barrier, please write to ask@hardwario.com (subject "Digital Accessibility") or to HARDWARIO a.s., U Jezu 525/4, 460 01 Liberec, Czech Republic.

Complaints

If you are not satisfied with how your feedback was handled, you can contact the Czech Trade Inspection Authority (Česká obchodní inspekce, <https://www.coi.cz>), which supervises compliance with the accessibility requirements for digital services.