

# MAZZOLARI

MILAN · SINCE 1881

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## Accessibility information

Website mazzolari.com — accessibility information for the e-commerce service pursuant to Article 12(2) and Annex IV of Italian Legislative Decree No. 82 of 27 May 2022

### SCOPE

P.U.MA. S.r.l. is committed to making its e-commerce website accessible, in accordance with Italian Legislative Decree No. 82 of 27 May 2022, which transposes Directive (EU) 2019/882 (European Accessibility Act). This document applies to: <https://mazzolari.com/> and its English, Spanish, German and French versions.

### DESCRIPTION OF THE SERVICE

mazzolari.com is the online shop of Mazzolari, a perfumery in Milan. The website allows users to browse the catalogue (fragrances, skincare, make-up, haircare, sun care, barber, home), search and filter products, view product pages, create an account, buy online and pay with the methods shown at checkout, including third-party instalment payment solutions.

### COMPLIANCE STATUS

PARTIALLY COMPLIANT

This website is partially compliant with the requirements of Annex A of the standard EN 301 549 v3.2.1 (WCAG 2.1 level AA) due to the non-compliances listed below.

### NON-ACCESSIBLE CONTENT

The content listed below is not accessible due to non-compliance with Italian Legislative Decree No. 82 of 27 May 2022:

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#### C.9.1.1.1

Some images have a generic or non-descriptive text alternative (for example default text or file names) that does not describe their function or content.

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#### C.9.1.3.1 / C.9.3.3.2 / C.9.4.1.2

Some form fields do not have an associated label, in particular the quantity field on the product page, the filter checkboxes on the search results page and the sort menu.

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#### C.9.1.3.1

In the pagination, the current page is not identified programmatically.

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#### C.9.1.4.13

The navigation menu panels and the language selector, when opened by keyboard focus, remain open when focus moves elsewhere, do not close with the Esc key and cover the page content.

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#### C.9.1.4.3

The visual presentation of text does not always have the minimum required contrast ratio (4.5:1 for normal text). The most critical combinations are shades of grey on a white background (#a1a1aa, #b1b1b1, #9ca3af, #9b9b9b, with ratios between 2.1:1 and 2.8:1), used for the names of the houses on the Brands page, for the subtitles of product cards, for the breadcrumb trails and for the menu of the information pages.

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#### C.9.2.1.1

Some features cannot be reached and operated with the keyboard: the filter and sort panel of the collections, the choice of size on the product page, the expandable sections of the product page (description, composition, how to use), the selection of colour variants in product previews, and the scroll controls of the home page carousel and of the image gallery on mobile devices.

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#### C.9.2.4.1

There is no mechanism to bypass repeated blocks of content (a "skip to content" link): up to 195 navigation elements must be crossed before the main content.

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#### C.9.2.4.3

When the mobile menu, the side cart and the product quick view are opened, focus is not moved into the panel, which does not close with the Esc key. In other cases focus is lost and returns to the top of the page: when closing the search and the language selector, when using filters and sorting on the search results page, and when scrolling the product image gallery.

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#### C.9.2.4.4 / C.9.4.1.2

Some links have no accessible text recognisable by assistive technologies (icon-only pagination arrows, related products whose name is read as "false") or have non-descriptive text ("here", "click here").

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#### C.9.2.4.6

Some headings are not descriptive or are repeated identically on the same page.

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#### C.9.2.4.7

The filter checkboxes in collections and search do not show a visible indicator when they receive keyboard focus. On the product page, menu panels left open hide the focused element.

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#### C.9.3.2.2

On the search results page, changing the value of the sort menu with the arrow keys reorders the results immediately, without confirmation.

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#### C.9.4.1.2

In some cases user interface components do not have an accessible name, role or state: icon-only buttons in the header, in carousels and on the product page (wishlist), the quantity field, buttons that open menus, the language selector and expandable sections without an open/closed state, pop-up panels not identified as dialogs, and the embedded store map (iframe) without a title.

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## THIRD-PARTY CONTENT

Some features of the website are provided by third-party services, whose accessibility depends on the respective providers:

- wishlist (Swym): the add-to-wishlist buttons do not have an accessible name;
- product reviews (Judge.me): insufficient contrast of the review date, nested interactive controls, sort menu without a label;
- instalment payments (Scalapay): the information link cannot be activated with the keyboard and alters the tab order with a positive tabindex value;
- cookie banner (Shopify): while visible, it covers focused elements at the bottom of the window.

## CORRECTIVE MEASURES

The non-compliances listed have been identified and are the subject of a remediation plan. The non-compliances of third-party services will be reported to the respective providers. This document is reviewed and updated at least once a year.

## TRACKING

The website does not use web tracking techniques from which any disability of the user could be inferred.

## PREPARATION OF THIS DOCUMENT

This document was prepared on 16/10/2026. The assessment was carried out by a third party on 16/10/2026 through objective and subjective analysis (see Article 3(1) of Commission Implementing Decision (EU) 2018/1523): automated testing of 17 pages representative of all the website's templates, manual testing of keyboard navigation and testing with a screen reader (TalkBack on Android) on a sample of 13 pages.

## FEEDBACK AND CONTACT INFORMATION

We know that improving accessibility is an ongoing process; for this reason you can send us any reports at [accessibilita@mazzolari-milano.it](mailto:accessibilita@mazzolari-milano.it) with "Accessibility support" in the subject line. Please include in your email:

- First and last name;
- Address of the web page concerned;
- A clear and concise description of the problem encountered;
- Tools used (operating system, browser, assistive technologies).

More information on the processing of personal data is available in the privacy section of the website: <https://mazzolari.com/en/policies/privacy-policy>

## HOW TO SUBMIT A COMPLAINT TO AGID

If the response is unsatisfactory, or if no response is received within thirty days of the report or request, the person concerned may submit a complaint to the Agency for Digital Italy (AgID), the Italian market surveillance authority, through the platform <https://segnalazioni.agid.gov.it>

## **WEBSITE INFORMATION**

1. publication date: September 2023
2. usability tests carried out: no
3. CMS used for the website: Shopify

## **ORGANISATION INFORMATION**

1. number of employees with disabilities in the organisation: 0
2. number of workstations for employees with disabilities: 0