

Accessibility Statement for eShopWorld

U.S. Direct E-Commerce Limited (trading as eShopWorld “ESW”) is committed to ensuring digital accessibility for all. As part of that commitment, we adhere to legal/regulatory requirements and incorporate industry standards relating to accessibility into our design, development, and quality assurance procedures. Our objective is to make use of these standards and practices to ensure our products and services provide an equitable, accessible experience for all who visit our sites.

Conformance status

To meet our goal of providing digital accessibility to all, we are guided by the [Web Content Accessibility Guidelines \(WCAG\)](#) . WCAG 2.1 (in its current version) defines three levels of conformance: Level A, Level AA, and Level AAA. eShopWorld aims to comply with WCAG 2.1 level AA. Any part of the website that does not meet that standard nonetheless provides effective communication.

Feedback and Complaints

We welcome your feedback on the accessibility of ESW. Please let us know if you encounter accessibility barriers on our checkout pages or our website:

- Phone: (01) 880 9114
- E-mail: compliance@eshopworld.com
- Postal address: South Block, The Concourse Building, 110-115 Airside Business Park, Swords, County Dublin, Ireland.

We will respond to feedback promptly.

Compatibility with browsers and assistive technology

The checkout pages and website are designed to be compatible with recent versions of popular screen readers, screen magnification software and operating system features, and recent versions of all major web browsers.

Technical specifications

Accessibility of ESW relies on the following technologies or standards to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies or standards are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

We are continuously enhancing our digital properties to ensure we deliver the best possible accessible experiences. However, despite our best efforts to ensure accessibility of ESW, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for ESW:

1. **Comments from users:** uploaded images may not have text alternatives because we cannot ensure the quality of contributions. We monitor user comments and typically repair issues within 10 business days. Please use the 'report issue' button if you encounter an issue.
2. **Archived documents:** might not work with current assistive technologies because they use outdated technologies that do not support accessibility. We convert documents to new formats upon request within 3 business days. Please contact us via the above means for support.