

Example: statement of an online shop selling to EU consumers

A fictional shop for garden furniture in the Netherlands, 18 people, selling in the Netherlands, Belgium and Germany. Version A filled in.

Who we are and what this statement covers

Tuinhuis Noord BV, Rotterdam, KvK 00000000. This statement covers the shop at tuinhuisnoord.example and its mobile site, offered to consumers in the Netherlands, Belgium and Germany.

How the service works

You search or filter products, add them to your basket and pay with iDEAL, Bancontact, card or PayPal. You follow your delivery with a link by email and return a product within 30 days through your account or by email.

The standard we apply

We aim to meet EN 301 549 and WCAG 2.1 level AA. We tested the full path from search to payment on 2 October 2026 with a keyboard only, with NVDA on Windows and VoiceOver on iPhone, and with automated checks.

How we meet the requirements

Product photos have text alternatives. Search, filters, basket and checkout work with a keyboard, with a visible focus. Forms have labels and say what went wrong. Text has a contrast of at least 4.5 to 1 and the shop works at 200 percent zoom.

What is not yet accessible

The 3D view of furniture has no text alternative beyond the product description; we will add a description of each view by January 2027. Assembly videos from our supplier have no captions; we are asking the supplier for them.

Help and feedback

Email toegankelijk@tuinhuisnoord.example or call +31 10 000 00 00, weekdays 9:00 to 17:00. We answer within two working days and take your order by phone if the site does not work for you.

Supervision

Netherlands: the Authority for Consumers and Markets (ACM). Belgium: the Economic Inspection. Germany: the MLBF in Magdeburg.

Date

Prepared on 2 October 2026. Last reviewed on 2 October 2026.