

Accessibility statement

This document contains information on how people with visual, hearing, cognitive and motor disabilities and special needs can access the digital offering of our products on the website <https://www.rgmania.com/it/>.

Website owner

The owner of the e-commerce site is RG Commerciale S.r.l., with registered office in Via Gaetano Modonesi, 8 – 29122 Piacenza (PC) (VAT number: 01598960332).

Raffaella Biolchi has been appointed as the accessibility contact person.

Applicable requirements

The accessibility requirements for products and services are described in Legislative Decree No. 82/2022, which transposed EU Directive No. 2019/882.

Services are considered accessible if they can be provided and the information can be used without discrimination, even by those who, due to disability, require assistive technologies or special configurations.

We are committed to making our website accessible and inclusive, ensuring that it is accessible to everyone. To this end, we comply with the Web Content Accessibility Guidelines (WCAG) version 2.1, achieving AA compliance, so that our services can be used by everyone.

Specifically, these guidelines are based on four fundamental principles:

- Perceivability

We are committed to ensuring that all informative images are equipped with alt text so that they can be read aloud by screen readers. When designing our user interfaces, we pay attention to sufficient colour contrasts to improve readability. Information and controls are presented in a way that can be perceived by the user.

- Usability

Our interactive elements, such as forms and navigation menus, are almost entirely usable via keyboard.

- Comprehensibility

We use clear language to describe our products and services on our website. Our navigation is structured in a clear and intuitive way.

- Robustness

The website is developed primarily with standardised components that are optimised for accessibility and tested. During the development process, we use testing criteria derived from WCAG guidelines to ensure compatibility with different browsers and assistive technologies. We regularly test the site to ensure that all functions are operational and understandable.

Service description

The service was created using the following technologies:

- HTML 5
- CSS 3
- JavaScript technology
- PHP
- CMS used: Prestashop
- To purchase a product on the site, you must create and log in to your personal account or, alternatively, make purchases in 'guest' mode.
- You can search for products using the search bar or by browsing the available categories.
- Each product is described with text, images and videos; the product pages also feature alternative and suggested items.
- If you wish to purchase a product, you can add it to your cart or save it to your wish list for future purchase.
- During the purchase process, you can check and modify the products in your cart.
- To complete your order, you must select a payment method and enter your delivery address.
- After purchase, you can check the status of your order, view open and completed orders, and access the relevant invoices in your user account (if registered).
- If the product you receive does not meet your expectations, you can return it.
- To start the return process (return procedure instructions).
- The system will provide all the instructions necessary to complete the return correctly.

Compliance status

This policy is updated as of 28 June 2025.

The website has undergone a preliminary technical analysis using automated tools and internal manual tests, and is currently partially compliant with the accessibility requirements of WCAG 2.1, level AA.

The site owner has initiated a structured process of accessibility review and remediation, with the support of specialised partners. The update work has already been planned and entrusted to Tembo srl/Polimeni legal, with operational coordination by our internal digital department.

The action plan includes a complete review of the website, a re-examination of the templates, the correction of the main access barriers and the systematic adoption of WCAG 2.1 AA criteria. The privacy policy will be updated at the end of the first phase of the plan, scheduled for July 2025

As required by law, the site owner has set up a continuous accessibility monitoring system with the aforementioned technical and legal partners, which includes periodic external audits and technical checks at each significant release. This approach demonstrates the company's commitment to ensuring the progressive adaptation of its digital offering, in accordance with the principles of inclusivity and non-discrimination.

Assessment tools and accessibility percentage

In this initial phase, analyses have been carried out using code scanning and navigation simulation tools, but the results are still being consolidated and are subject to further cross-validation.

For this reason, a numerical accessibility percentage is not currently available, pending the conclusion of the first phase of the audit and the completion of the remediation plan.

Nevertheless, the main areas for intervention have already been identified and mapped, with priorities assigned based on the level of impact on the user experience.

An updated estimate of the compliance percentage will be published at the same time as the first update of the policy, at the end of the first complete technical review.

Description of how the service meets the relevant accessibility requirements

The service aims to significantly meet the accessibility requirements set out in Legislative Decree 82/2022, in particular with regard to:

- keyboard navigability of most essential features (search, product selection, shopping cart, account);
- the presence of descriptive alternative texts for many product images and functional icons;
- the use of consistent semantic structures in the HTML code and the adoption of standard components compatible with assistive technologies;
- a hierarchical and linear content structure, designed for simplified reading by screen readers;
- the progressive uniformity of colour contrast and font size, aimed at improving readability;
- the partial adoption of WCAG 2.1 (level AA) principles, with a focus on perceivability, operability and understandability.

- Some requirements are still being implemented, in particular those relating to:
- the replicability of the user experience on mobile devices;
- the technical validation of interactive forms, especially in authentication and payment processes;
- full usability via screen readers of promotional sections and advanced search filters.

To meet these requirements, a technical remediation process has been launched, entrusted to a multidisciplinary team composed of front-end developers, external accessibility specialists and digital content reviewers. The work includes aligning the code with the specifications of the harmonised standard EN 301 549 and WCAG 2.1 level AA, in accordance with the provisions of Article 12 of the decree.

The website will be updated progressively, also with the support of external audits, to ensure full compliance with the applicable requirements and continuous improvement of the access experience for all people, with or without disabilities.

Exemptions for disproportionate burdens

To date, no exemptions for disproportionate burdens have been invoked or identified pursuant to Article 13 of Legislative Decree 82/2022.

Therefore, the website will undergo a complete adaptation process, aimed at ensuring full compliance with the accessibility requirements of current legislation, without resorting to exceptions.

The remediation plan therefore provides for the extension of the interventions to all functional areas of the website.

Any residual limitations, should they arise during the course of the work, will be documented transparently and subject to technical evaluation on a case-by-case basis.

Reporting obstacles and barriers to content and services

Any reports or access difficulties can be sent to the following email address: info@rgmania.com or via the contact form available on the website. All communications are analysed and handled promptly and are a useful contribution to improving the digital access experience.

Responsible supervisory authority

If you encounter an accessibility problem that prevents you from accessing the content or functionality of the website, you can report it and, if you do not receive a response, you have the right to submit your request to AGID at www.agid.it.