

Accessibility Statement

Last updated: 30 September 2026

1. Commitment

AlexPhone, S.L., with Spanish tax ID (NIF) B09967787 and registered office at Carrer de Francesc Teixidó, 12, 08918 Badalona (Barcelona), Spain, registered with the Barcelona Companies Register, Volume 48279, Folio 2, Sheet B-578540, Entry 5 (hereinafter "AlexPhone") is committed to making its Websites accessible to everyone, including persons with disabilities, in accordance with Directive (EU) 2019/882 on the accessibility requirements for products and services (European Accessibility Act) and Spanish Law 11/2023, of 8 May, which transposes it into Spanish law.

This statement applies to the online store (www.alexphone.com), the customer area (accounts.alexphone.com), the help centre (support.alexphone.com) and the store-investment website (inversion.alexphone.com), hereinafter the "Websites".

2. Description of the service

AlexPhone sells refurbished electronic devices (mainly mobile phones and smartwatches) and accessories through the Websites. The service allows you to:

- search for products and view their details: features, cosmetic grade, price and availability;
- add products to the basket and complete the purchase with Stripe's secure payment;
- create a customer account to view orders, personal details and privacy preferences;
- request help, withdraw from a purchase, return a product or request a repair from the help centre;
- request information about investing in stores.

3. Compliance status

We use as our reference the European standard EN 301 549, which incorporates the Web Content Accessibility Guidelines (WCAG) 2.1, level AA.

The Websites are **partially compliant** with that standard, due to the issues listed in section 4. Among other requirements, they meet the following: the page language is declared, page titles are descriptive, forms have labels associated with each field and text error messages, images in the help centre and customer area have alternative text, there is no auto-playing content, the tab order is logical with no keyboard traps, content adapts to a width of 320 pixels on the help-centre home page and in the customer area, and the cookie notice offers three equally sized, keyboard-accessible options.

4. Non-accessible content

The review found the following non-conformances, which we are correcting. For each one we state the WCAG 2.1 success criterion affected and the planned correction date.

Non-conformance	WCAG criterion	Planned correction
The social-media icons in the footer and the "back" link on the help-centre forms have no accessible name: a screen reader announces them as "link" without saying where they lead.	2.4.4 and 4.1.2 (level A)	Before 31 December 2026
Keyboard focus is not visible on the navigation menu items (Products, Services, About us, Help) or on the cards of the help-centre home page.	2.4.7 (level AA)	Before 31 December 2026
There is no skip-to-content link, and the customer-area pages do not mark their main region.	2.4.1 (level A)	Before 31 December 2026
At a width of 320 pixels (or 400% zoom), the help-centre forms (contact, withdrawal, return, repair and order status) and the investment website require horizontal scrolling.	1.4.10 (level AA)	Before 31 December 2026
On the investment website, several texts do not reach the minimum contrast ratio of 4.5:1 against their background, and one image has no alternative text.	1.4.3 and 1.1.1 (levels AA and A)	Before 31 December 2026

Non-conformance	WCAG criterion	Planned correction
The store map on the help-centre home page has no accessible title.	4.1.2 (level A)	Before 31 December 2026, together with its replacement by OpenStreetMap
The customer area declares English as the page language while showing content in Spanish, and the error page declares neither language nor title.	3.1.1 and 2.4.2 (level A)	Before 31 December 2026

We have also identified improvements that are not level AA failures but that we will address: adding a main heading (h1) to the help-centre forms and the customer-area sign-in pages; respecting heading order; avoiding duplicate footer regions; and completing the manual contrast check of text over gradient backgrounds on the investment website.

Some elements are provided by third parties and their accessibility depends on them:

- **Payment form (Stripe):** Stripe publishes its own accessibility commitments. If you have difficulty paying, write to us and we will offer an alternative.
- **Bot verification (Cloudflare Turnstile):** in most cases it requires no action. If it prevents you from submitting a form, contact us through the channels in section 5.
- **Store map (OpenStreetMap):** if you cannot use the map, we will provide the addresses and opening hours of the stores through any of the channels in section 5.

5. Alternative contact channels

If you cannot access any content or complete a process on the Websites, you can do so through these channels:

- **Email:** support@alexphone.es
- **Telephone:** +34 935 95 87 26
- **Walk-in service:** Calle Mallorca, 134, 08036 Barcelona, Spain

6. Reporting an accessibility problem

If you find an accessibility barrier on the Websites, or need the information in another format, write to **support@alexphone.es** stating the page and the problem. We will reply within **1 month** at most.

7. Complaints

If you are not satisfied with our reply, you may lodge a complaint with the competent consumer authorities or with the market surveillance body designated under Spanish Law 11/2023.

8. Preparation and review of this statement

This statement was prepared on 30 September 2026 through a **self-assessment** carried out by AlexPhone. The assessment combined automated tools (axe-core 4.10, with the WCAG 2.1 level A and AA rules) and manual checks of keyboard navigation, focus visibility, language, page structure and content adaptation to a width of 320 pixels, on the pages of the help centre (home page and the contact, withdrawal, return, repair and order-status forms), the customer area (sign-in, password recovery and error page) and the investment website. The online store shares with them the navigation, footer, cookie notice and form components; its full in-browser review will be carried out before it is published.

We will review this statement at least once a year and whenever we make significant changes to the Websites.

This document is a translation of the Spanish original, provided for convenience. In the event of any discrepancy, the Spanish version shall prevail.