

Accessibility statement for Malerba Furniture

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Introduction

Malerba Furniture is committed to standards of accessibility and inclusiveness. We want all of our customers, including people with disabilities, to be able to use our website successfully.

This accessibility statement describes Malerba furniture's accessibility features, how we meet the requirements of EU Directive 2019/882 (EAA) - LOCAL NORMATIVE and our actions to maintain and improve accessibility. This refers to the online platform "Malerba Furniture." We have designed Malerba Furniture in accordance with WCAG 2.x AA guidelines (latest version) and the European Accessibility Standard EN 301 549, which means that our service should be accessible to a wide range of users.

We regularly review this statement as we improve our service.

General description of the service

MalerbaFurniture is an online platform that allows users to explore the entire product catalog through two browsing modes: by collection, displaying all items within it, or by type, such as all tables or all sofas, regardless of which collection they belong to. Customers can subscribe to the restricted area to be able to download 2D and 3D files on the product page, catalogs and high-definition photos on the collection page.

The site is fully optimized for navigation from both desktop and mobile devices, ensuring a smooth and intuitive user experience on all types of devices.

How to Use Malerba Furniture (Accessibility and Functionality)

We are committed to making Malerba Furniture easy to use for everyone. Here's an overview of how to navigate and use our service:

Navigation

The main menu, located at the top of every page, provides access to collections, products, company information, and contact details. It is organized into clear sections such as "Malerba," "Products," "Collections," and "Contacts," each with easily navigable subsections accessible by both mouse and keyboard.

The "Malerba" section includes subsections like About, Finishes, Projects, and Area Login, offering insights into the brand's identity, available finishes, completed projects, and access to a reserved area:

- **Projects:** Explore a selection of completed interior projects
- **About:** Learn about the company's history and values
- **Finishes:** Browse available materials—selecting a category via tabs and then a color will display the color fullscreen for an enhanced experience

The "**Products**" section is divided into five main categories:

1. **Living:** Sofas, Armchairs, Occasional Tables
2. **Dining:** Tables, Chairs and Armchairs, Bar and Vitrines, Buffets and Consoles, TV Units
3. **Office:** Desks, Office Chairs, Office Furniture, Bookcases
4. **Night Area:** Beds, Benches and Poufs, Night Furniture
5. **Complements:** Lamps, Chandeliers, Mirrors, Complements

The “**Collections**” section lists all of the brand’s furniture lines.

“**Contacts**” leads to a dedicated page with contact details and a request form.

The website is fully navigable using only the keyboard: you can move between links and buttons with the Tab key, and activate a selected item by pressing Enter. Every interactive element includes a visible focus indicator to assist users in following the navigation.

Additionally, each page begins with a “**Skip to main content**” link, allowing keyboard users to bypass headers and repetitive menus and jump straight to the main content.

The menu is also accessible on mobile devices via a hamburger icon, which opens a compact yet complete navigation panel. On desktop, this is also viewable by clicking the round button on the far right.

A **language selector** is available to switch between Italian and English, also accessible via keyboard. The entire website structure is designed to offer a smooth, well-organized, and inclusive user experience, in line with accessibility and usability standards.

Product Search and Information

At the top of every page, a **search bar** allows users to quickly find items, collections, or finishes. By entering keywords, the system offers auto-suggestions; users can browse these with arrow keys and confirm with Enter.

You can also search for a product by using the **component codes**, which are also available in the technical section of the product page.

Each collection has a dedicated page that begins with a prominently displayed title and a large cover image that visually introduces the collection’s style and atmosphere. Below the image is a brief, often evocative, tagline that introduces the aesthetic identity and concept of the collection, followed by a more extended written description.

For **unregistered users**, a login button appears to the left of the description. Once logged in, this area changes to show two buttons: “**HD Files**” and “**Catalogue**,” allowing downloads of high-definition materials and the full collection catalog.

Some collections, which don’t list individual products, may also offer downloadable 2D and 3D files.

Further down is a **photo gallery** showcasing all the products in the collection, providing a comprehensive overview.

At the bottom of the page, a **product preview section** includes direct links to explore each item in detail. You can filter content by selecting your area of interest using interactive tabs above the gallery. The available categories are: *Bedroom*, *Dining*, *Living*, and *Home-office*. Clicking each tab will display only the relevant products for that part of

the home.

To complete the page, there is a **finishes gallery** showing all material and color variations available for the collection, offering a clear view of customization options.

Product Pages

Each product has a dedicated, clearly structured page. The title is displayed at the top, followed by a detailed description outlining its main features.

Below this is a **high-resolution photo gallery**, allowing users to visually explore the design and product details.

The page also includes a list of **technical codes**, each linked to a specific drawing. Clicking on a code will display the corresponding technical drawing interactively.

To the **left of the description**, unregistered users see a login button. After logging in, this area shows one or two buttons – “**2D Files**” and/or “**3D Files**” – to download the product’s technical drawings.

At the bottom, a **contact form** allows users to reach out directly to the company for more information or assistance.

All images are accompanied by **text descriptions readable by screen readers**, ensuring that visually impaired users receive the same information.

If preferred, users can switch to “**list view**,” which presents items in a text-only format (available at the top of product lists).

Account and Reserved Area Access

An account is required to access restricted content such as **2D/3D technical files** and **high-definition catalogs**. To register, go to the “**Area Login**” section via the main menu and select the “**Register**” option.

Registration involves completing a form that requests some personal and professional information, including name, surname, email address, and professional field. Required fields are clearly marked, and each label is accompanied by user-friendly instructions.

If a required field is missing or incorrectly filled, a **text error message** will appear next to the relevant field. These messages are compatible with screen readers, ensuring that users with visual impairments can understand and correct any errors.

Once the form is completed, it can be submitted via the appropriate button. There are no strict time limits: the session will remain active for as long as needed, without unexpected timeouts or expirations.

After approval by the admin, users can **log in with their credentials**. Once authenticated, they will have access to additional functions: “**2D Files**” and “**3D Files**” buttons will appear on product and collection pages, enabling download of technical drawings in high resolution.

All areas of the reserved section and the website are **fully accessible by keyboard**, with a smooth and structured navigation process designed to work with assistive technologies.

Accessibility Features

We have included features to support a range of needs. The **accessibility widget** can be activated by tapping the visible icon on the website and allows customization of **text size**, **line height**, **contrast**, and more.

If you need further assistance in using any part of the Malerba Furniture website, please visit our **Contacts** page for personalized support. We are committed to providing any additional descriptions or explanations needed for proper use of the service.

Accessibility Compliance (How We Meet Requirements)

We have evaluated Malerba Furniture based on the requirements of the European Accessibility Directive (Annex I) – **LOCAL REGULATIONS**, and ensured that our service meets them:

Perceivable

We provide text alternatives for non-text content. All images, icons, and media have descriptive alt text or labels. Audio content is accompanied by transcripts. Information is never conveyed through color alone (e.g., required form fields are indicated with both text and symbols, not just color).

We maintain a logical structure with headings and lists, allowing screen reader users to navigate efficiently. Content is adaptable—users can adjust text size, and the interface remains usable.

We use sufficient color contrast for text and images, meeting recommended contrast ratios (at least 4.5:1 for standard text).

Any audio that plays (none of which is auto-playing, except for brief sound cues) includes controls to pause or adjust volume.

Operable

All features on Malerba Furniture are fully usable via keyboard (or keyboard-based assistive technology). This includes menus, links, forms, sliders, and interactive controls. Keyboard focus is clearly visible. We have implemented skip links and ARIA landmarks to enhance navigation with assistive technologies. There are no keyboard traps—users can move freely into and out of all components.

For carousels or dynamic content, users can control playback (pause, manual advance). We do not use flashing or blinking content that could exceed seizure-inducing thresholds. Standard keyboard shortcuts (such as arrow keys in dropdown menus) are enabled and do not conflict with assistive tech tools.

Understandable

We write content in clear, simple language. Instructions and error messages are straightforward.

Layout and navigation are consistent across the site: the same menu items appear in the same order throughout. We follow common design conventions. If we use uncommon terms or abbreviations, we provide explanations.

Our web pages have clear titles and logical tab order, so users don't get disoriented. The content reading order is logical.

In forms, we automatically detect and correct minor input errors (such as phone number formatting) when possible to help users.

Robust

We build our platform using modern HTML5 and ARIA practices to ensure it works well across a wide range of browsers and assistive technologies.

We test Malerba Furniture with screen readers (such as NVDA and JAWS on Windows, VoiceOver on macOS and iOS) to ensure all interactive elements are correctly announced and functional.

We also test using screen magnifiers and high-contrast modes.

Our site is coded to avoid known bugs or conflicts with assistive tech and aims for compatibility with the current versions of major accessibility tools.

Our code follows best practices as defined in the **WCAG** and **EN 301 549**, ensuring long-

term accessibility as technology evolves.

Standards

Based on the above, we comply with **WCAG 2.x AA (latest version)** for web content and apply the **EN 301 549** criteria to ensure accessibility.

Compliance with these standards provides a presumption of conformity with the **EU Directive 2019/882 (EAA)**.

We have undergone an external accessibility audit with **Accessiway**, and we continue to perform ongoing testing and improvements.

Monitoring and Ongoing Maintenance

For us, accessibility is not a one-time effort, but a continuous process. Here's how we ensure that **Malerba Furniture** remains accessible over time:

- We have an **Accessibility Team** that oversees all aspects of accessibility for Malerba Furniture. This team reviews every new feature or significant change to assess its potential impact on accessibility before release.
- Our **developers and content creators** receive regular training on accessible design. We keep everyone up to date on accessibility best practices.
- We use **automated testing tools** integrated into our development workflow to quickly identify common accessibility issues (such as missing alt text or unlabeled form fields). Every code update passes through these checks.
- **Regular audits:** We conduct comprehensive accessibility reviews at least **twice a year**. These include **manual tests by experts** using assistive technologies. We have a contract with **Accessiway** for annual audits, and we occasionally bring in additional third-party reviewers to gain an objective evaluation. All audit results are documented, and any issues found are addressed as promptly as possible.
- **User feedback:** We actively encourage users to report issues (see our **Contacts** section). When we receive an accessibility-related complaint or question, it is logged in our tracking system and reviewed by the Accessibility Team. These reports are treated with priority, and we often release minor fixes in the next update cycle to address user-reported issues.
- **Continuous monitoring:** We stay informed of updates to accessibility standards and regulations. Likewise, we keep up with the evolution of assistive technologies and factor this into our design updates.

Our goal is **continuous improvement**. Accessibility considerations are integrated into our **product roadmap**. In addition, we regularly conduct usability testing with **people with disabilities** to gather real-world feedback on our service.

Thanks to these measures, we ensure that **Malerba Furniture** not only meets accessibility requirements today, but continues to do so in the future.

We maintain documentation of all these processes and can provide further details upon request.

Known Limitations and Alternatives

We are not aware of any major areas of the Malerba Furniture website that are inaccessible. All core functionalities have been designed to meet the required accessibility standards. However, there are a few minor limitations:

- **Third-party content:** Our website includes some third-party content. While we strive to select accessible solutions, certain aspects of third-party widgets may be outside of our direct control.
For example, we have reported an issue to the provider regarding **keyboard focus visibility** in the review widget, and we are currently awaiting an update.
If this presents a problem, a **plain text version** of the reviews list is available upon request.

We will update this statement as issues are resolved. We are fully committed to ensuring accessibility in every aspect of our platform, and our team is actively working to close any remaining gaps.

Disproportionate Burden Exemption

*Malerba Furniture is designed to meet all applicable accessibility requirements. We do **not** claim any exemption or invoke a **disproportionate burden** in complying with accessibility obligations.*

*If, in the future, we encounter a situation where a specific new requirement would impose a disproportionate burden, we will conduct an assessment based on the criteria outlined in **Annex VI**, and update this statement accordingly—clearly stating the reason and the alternative measures provided.*

Feedback and Contact Information

We value feedback from our users—especially when something isn’t working properly. If you have difficulty accessing any part of the **Malerba Furniture** website, encounter an accessibility issue, or have suggestions for improvement, please let us know.

- **Email:** info@malerba.eu
- **Phone (toll-free):** +39.0721.470069 (4 lines)
- **Fax:** +39.0721.471416
- **Postal address:** Via Cairo, 81 – 61024 Mombaroccio (PU), Italy

When contacting us, please provide as much detail as possible about the issue (e.g., which page or function, what occurred, what assistive technology you are using, etc.). We will acknowledge your feedback within **2 working days**, and we will aim to resolve the issue promptly—typically within **10 working days**, or we will keep you informed of progress.

Enforcement Procedure

If you believe your accessibility concerns have not been properly addressed, you have the right to file a formal complaint.

In **Italy**, the **LOCAL AUTHORITY** is the designated national body responsible for enforcing accessibility requirements.

We sincerely hope to resolve any issues directly with you before it reaches that point—but please know that this option is available.

Document History

This Accessibility Statement was first published on **June 26, 2025**.

It was last reviewed and updated on **June 26, 2025**.

We plan to review it **at least annually**, or whenever significant changes are made to the service.