

ACCESSIBILITY STATEMENT

SIA Synchron - shookout.com

Effective Date: 07.04.2026

Last Updated: 07.04.2026

1. INTRODUCTION

1.1 This Accessibility Statement ("**Statement**") describes the accessibility status of the shookout.com digital goods marketplace (the "**Platform**"), operated by SIA Synchron, a limited liability company incorporated under the laws of the Republic of Latvia, registration number 40203436468, registered address Unijas iela 74A - 45, Riga, LV-1084, Latvia ("**Company**," "**we**," "**us**," or "**our**").

1.2 This Statement is prepared in accordance with: (a) Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies ("**Web Accessibility Directive**"), adopted as a reference standard of good practice; (b) Directive (EU) 2019/882 (the "**European Accessibility Act**" or "**EAA**"), which applies to certain products and services placed on the market after 28 June 2025; (c) the European standard EN 301 549 V3.2.1 (2021-03) on accessibility requirements for ICT products and services; and (d) the Web Content Accessibility Guidelines (WCAG) 2.2 published by the World Wide Web Consortium (W3C).

1.3 This Statement supplements our [Terms of Service](#), [Privacy Policy](#), and [Imprint](#).

2. OUR COMMITMENT

2.1 We are committed to making the Platform accessible to the widest possible audience, including persons with disabilities. We believe that all Users, regardless of ability, should be able to browse, purchase, sell, and interact with the Platform effectively.

2.2 Accessibility is an ongoing process. We continuously work to improve the user experience for everyone and to align with applicable accessibility standards and best practices. We acknowledge that portions of the Platform may not yet be fully accessible and we are actively working to address identified gaps.

3. CURRENT ACCESSIBILITY STATUS

3.1 Target Standard

We target conformance with **WCAG 2.2 Level AA**. WCAG 2.2 is the current version of the Web Content Accessibility Guidelines, developed by the W3C Web Accessibility

Initiative (WAI). Level AA addresses the most common barriers for disabled users across web, mobile, and other digital interfaces.

3.2 Conformance Status

The Platform is **partially conformant** with WCAG 2.2 Level AA. "Partially conformant" means that some parts of the content do not fully conform to the accessibility standard. We have conducted internal reviews and are working toward full conformance. The known limitations are described in Section 5.

3.3 Assessment Method

Accessibility has been assessed through: (a) automated testing using accessibility scanning tools (e.g., axe, Lighthouse, WAVE); (b) manual testing of key user flows (registration, browsing, checkout, account management) using keyboard navigation and screen readers; and (c) ongoing internal review during development and design cycles. We have not yet engaged a third-party auditor for a comprehensive formal assessment but plan to do so. This Statement will be updated with audit results when available.

4. MEASURES WE TAKE

4.1 Organisational Measures

- (a) Accessibility is included as a requirement in our product development process;
- (b) Front-end development follows semantic HTML practices, ARIA (Accessible Rich Internet Applications) standards, and responsive design principles;
- (c) New features and significant design changes are reviewed for accessibility before deployment;
- (d) Team members involved in design and development receive periodic training on accessibility principles and WCAG requirements;
- (e) This Statement is reviewed and updated at least annually, or when significant changes to the Platform are made.

4.2 Technical Measures

The following accessibility features are implemented or in active development:

Feature	Status	WCAG Criteria
Keyboard navigation	Implemented	2.1.1, 2.1.2

: all primary functions accessible via keyboard		
Focus indicators : visible focus outlines on interactive elements	Implemented	2.4.7, 2.4.11
Alt text : descriptive alternative text on informational images	Implemented (core pages); in progress (user-uploaded content)	1.1.1
Heading structure : logical heading hierarchy (h1-h6) on all pages	Implemented	1.3.1, 2.4.6
Colour contrast : text and interactive elements meet 4.5:1 minimum contrast ratio	Implemented (core UI); under review (Seller-customised content)	1.4.3, 1.4.11
Responsive design : Platform adapts to screen sizes from mobile to desktop	Implemented	1.4.10
Text resizing : content remains functional at 200% zoom	Implemented	1.4.4
Form labels : all form inputs have associated labels	Implemented	1.3.1, 3.3.2
Error identification : form errors are clearly identified and described	Implemented	3.3.1, 3.3.3
Skip navigation	Implemented	2.4.1

: "Skip to main content" link on all pages		
Language declaration : page language declared in HTML	Implemented	3.1.1
Link purpose : link text is descriptive (avoids "click here")	Implemented (core pages); in progress (user content)	2.4.4
ARIA landmarks : main content, navigation, footer identified with ARIA roles	Implemented	1.3.1
Motion and animation : reduced motion is respected when prefers-reduced-motion is set	Implemented	2.3.3
Session timeouts : Users are warned before session expiration with option to extend	Implemented	2.2.1

5. KNOWN LIMITATIONS AND ONGOING IMPROVEMENTS

5.1 Despite our efforts, certain areas of the Platform may present accessibility barriers. Known limitations include:

Area	Limitation	Impact	Planned Remediation
User-uploaded product previews	Sellers may upload images without alt text or with	Screen reader users may not receive meaningful	Implementing guidance and prompts for Sellers to add alt text; exploring

	insufficient descriptions	descriptions of product previews	automated alt text generation
PDF previews	Some product PDF previews may not be fully tagged for screen reader access	PDF content may not be fully navigable by assistive technology	Providing guidance to Sellers on accessible PDF creation; investigating server-side PDF remediation
Complex interactive components	Some UI elements (advanced filters, drag-and-drop, modal dialogs) may have incomplete ARIA attributes	Keyboard-only and screen reader users may experience reduced functionality in certain flows	Active development to improve ARIA coverage and keyboard support for all interactive components
Third-party embedded content	Payment processor iframes, social media embeds, and third-party widgets may not fully conform to WCAG 2.2 AA	Assistive technology users may encounter barriers within third-party components	Working with third-party providers to improve accessibility; providing fallback mechanisms where possible
Seller-created listing content	Product descriptions, titles, and custom content created by Sellers are not controlled by Company	Text readability, colour contrast in custom images, and structural markup may vary	Developing Seller guidelines on accessible content creation; implementing automated checks on new listings
Legacy content	Some older pages or features may not yet have been updated to current accessibility standards	Inconsistent experience across older vs. newer pages	Ongoing remediation as part of regular development cycles

CAPTCHA	Security challenges may present barriers for some users	Users with visual or cognitive disabilities may have difficulty completing CAPTCHA	Evaluating accessible alternatives (audio CAPTCHA, logic-based challenges, invisible CAPTCHA)
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5.2 We prioritise remediation based on: (a) the severity of the barrier; (b) the number of Users affected; (c) the criticality of the affected functionality (e.g., checkout, registration, account management receive highest priority); and (d) technical feasibility.

6. FEEDBACK AND CONTACT

6.1 We welcome feedback on the accessibility of the Platform. If you encounter an accessibility barrier, have difficulty using any feature, or have suggestions for improvement, please contact us:

- **Email:** accessibility@shookout.com
- **General support:** support@shookout.com
- **Phone:** +371 66077707
- **Mail:** Accessibility Feedback, SIA Synchron, Unijas iela 74A - 45, Riga, LV-1084, Latvia

6.2 When reporting an accessibility issue, please include (where possible): (a) a description of the problem; (b) the page URL or feature affected; (c) the browser and operating system you are using; (d) the assistive technology you are using (if any); and (e) what you were trying to do.

6.3 We will acknowledge receipt of accessibility feedback within **five (5) business days** and aim to provide a substantive response (including an assessment and, where applicable, a remediation timeline) within **thirty (30) calendar days**.

6.4 If you are not satisfied with our response, you may contact the relevant national authority responsible for accessibility enforcement in your EU Member State. For Latvia, the responsible authority is:

Patērētāju tiesību aizsardzības centrs (Consumer Rights Protection Centre) Brīvības iela 55, Riga, LV-1010, Latvia Website: www.ptac.gov.lv

7. TECHNICAL INFORMATION

7.1 Compatible Technologies

The Platform is designed to be compatible with the following assistive technologies and environments:

Category	Supported
Screen readers	JAWS (latest two versions), NVDA (latest version), VoiceOver (macOS/iOS latest), TalkBack (Android latest)
Browsers	Chrome, Firefox, Safari, Edge (latest two major versions of each)
Operating systems	Windows 10+, macOS 12+, iOS 15+, Android 12+
Input methods	Mouse, keyboard, touch, voice control (OS-level)
Display settings	High contrast mode, inverted colours, large text / system-level zoom, prefers-reduced-motion, , prefers-color-scheme

7.2 Required Technologies

The Platform relies on the following technologies for conformance: HTML5, CSS3, JavaScript (ES6+), WAI-ARIA 1.2. Accessibility features depend on these technologies functioning correctly in the browser.

8. APPROVAL AND MAINTENANCE

8.1 This Statement was approved by the management of SIA Synchron.

8.2 This Statement is reviewed and updated: (a) at least once per calendar year; (b) when significant changes to the Platform are made; (c) when accessibility audit results become available; and (d) when material feedback requires an update to the known limitations.

8.3 Previous versions of this Statement are available upon request from accessibility@shookout.com.

Company: SIA Synchron **Registration number:** 40203436468 **Address:** Unijas iela 74A - 45, Riga, LV-1084, Latvia

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