

Accessibility Statement

Menigo is committed to making its website accessible, in accordance with the [European Accessibility Act \(Directive 2019/882\)](#).

This accessibility statement applies to content published on <https://www.menigo.se/>

Compliance Status

This website is partially compliant with the [Web Content Accessibility Guidelines 2.1 level AA](#), due to the non-accessible content listed below.

Non-Accessible Content

Despite our best efforts to ensure the accessibility of the Menigo website, we are aware of some limitations which we are working to fix in 3-6 months. Please contact us if you encounter an issue not listed below.

The content listed below is non-accessible for the following reasons:

1. Images and Media

- Some images do not have appropriate alternative (alt) text.
- Decorative images may not be marked up correctly to be ignored by screen readers.
- Video content may lack captions, transcripts, or audio descriptions.
- Some icon-based links/buttons are not labeled for screen reader users.

2. Navigation and Structure

- Some interactive elements may not be fully operable via keyboard alone.
- Focus indicators may be missing or not clearly visible.
- The site structure may lack semantic HTML (e.g., missing headings or ARIA roles).
- Skip to content link may be missing or malfunctioning.

3. Forms and Checkout Process

- Form fields may not have associated labels or accessible names.
- Error messages are not always programmatically associated with form fields.
- Some required fields are not announced correctly by assistive technologies.
- The checkout process may rely on dynamic content that is not accessible to screen reader users.

4. Colour and Contrast

- Some text may have insufficient colour contrast against the background.
- Colour alone is sometimes used to convey information (e.g. validation status).

5. Responsive Design and Zoom

- Content may not reflow properly when zoomed to 200% or viewed on small screens.
- Horizontal scrolling may be required on mobile devices.

6. Dynamic Content and ARIA

- Some dynamic content updates are not announced to screen reader users.
- ARIA roles, states, and properties are not always implemented correctly.

7. PDFs and Other Documents

- Linked PDF or downloadable documents may not be fully accessible (e.g., missing tags, not structured properly).

8. Third-party Content

- Third-party widgets, plug-ins, or embedded content (e.g. payment gateways, review systems) may not be fully accessible.

9. Timing and Timeouts

- Sessions (e.g. cart or login timeouts) may expire without sufficient warning or the ability to extend.

Preparation of this Accessibility Statement

This statement was prepared on 17 June 2025.

External Evaluation

An independent accessibility audit is currently in progress, conducted by a diverse team of accessibility professionals at AIOPSGROUP, a Valantic company. The assessment follows WCAG 2.2 AA standards and includes testing with users with disabilities and assistive technologies. This statement will be updated upon completion of the audit.

Accessibility Monitoring

This website is monitored using [QualiBooth](#), a leading platform for digital accessibility. Through our collaboration, we are able to continually benefit from solutions that bring all areas of our website to a highly advanced overall web accessibility experience.

The statement was last reviewed on 26 June 2025.

Feedback and Contact Information

We welcome your feedback on the accessibility of <https://www.menigo.se/>. If you encounter any accessibility barriers or require information in an alternative format, please contact us:

Email: kundservice@menigo.se

Phone: 010-707 73 90

Postal Address: Box 10013, 121 26 Stockholm-Globen

We aim to respond to accessibility feedback within 48 hours.