

ACCESSIBILITY STATEMENT

1. Introduction

Ceramiche Refin S.p.A. (hereinafter “Ceramiche Refin”) is committed to making its website <https://city.refin.it/> accessible and usable by everyone. In line with Directive (EU) 2019/882 – the European Accessibility Act, with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, and with UNI CEI EN 301549, we aim to ensure that our website content is perceivable, operable, understandable, and robust for all users, including those with visual, hearing, motor or cognitive disabilities.

2. Conformance status

Following a technical assessment, as at the date indicated in the header, the Website – despite the many technical measures already implemented to improve accessibility – is partially conformant.

- Testing technologies and tools used

The following tools were used to check the website’s level of accessibility:

- WAVE Web Accessibility Browser Extension
- Chrome DevTools.

- Known limitations

- Invalid ARIA references and ARIA menus on some pages
- Incomplete keyboard accessibility
- Insufficient contrast on overlay text
- Images containing embedded text
- Legacy PDFs and third-party widgets not yet conformant

3. Procedure for submitting a report to AgID

If the response to a notification or request is unsatisfactory or not received within thirty (30) days, the user may submit a report to AgID via certified email to: protocollo@pec.agid.gov.it.

4. Feedback and contact information

To contact the website owner, write to the following email address: customer-care@refin.it.

5. Website information

- i. Date of publication: 10/06/2025
- ii. Usability testing performed on 16/09/2025
- iii. CMS used for the website: WordPress + Bow