

WCAG 2.2 LEVEL AA · WCAG-EM 1.0

Example accessibility evaluation report

Lepelvink

shop.example/nl — Dutch-language webshop (fictional)

EVALUATION PERIOD

7 – 11 Sep 2026

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VERSION

1.0

COMMISSIONED BY

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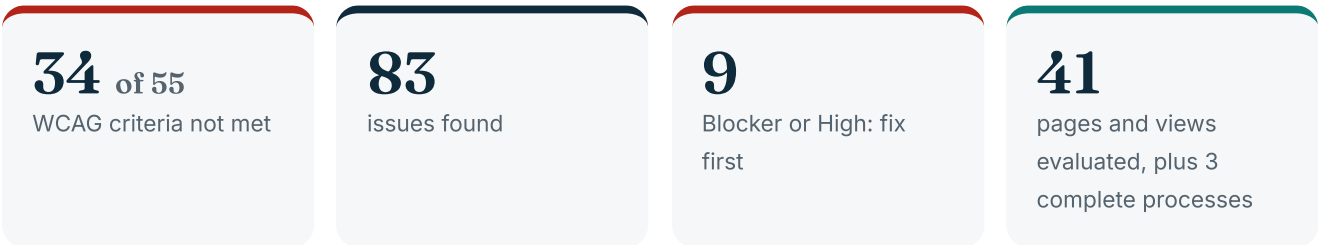
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1 Summary

This is an example report: the webshop Lepelvink and its website are fictional, and the report shows what a client receives from an In The Clear evaluation.

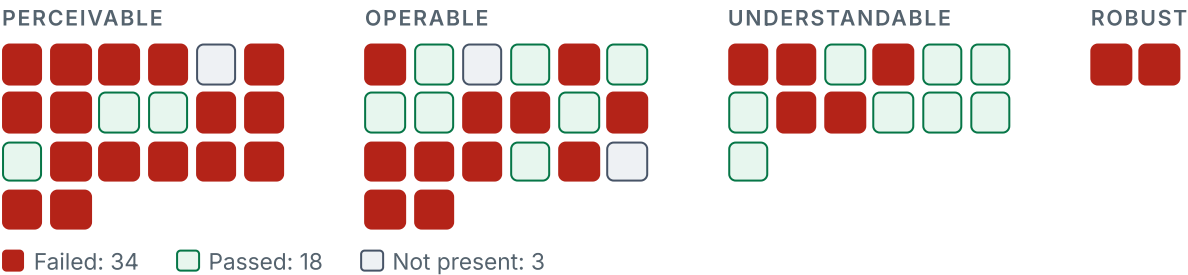
We evaluated the Dutch-language Lepelvink webshop against WCAG 2.2 Level AA. The shop has a solid base: every page has a clear title, a working skip link and consistent navigation, and all key journeys (buying, logging in, signing up for the newsletter) can be completed with the keyboard alone.

The issues are concentrated in a few shared components. Because the header, product cards, cart drawer and pop-ups appear on almost every page, fixing a handful of templates will resolve most of what we found. One issue blocks a purchase outright: at 400% zoom the checkout button in the cart drawer can't be reached.



Result per WCAG criterion

One square per success criterion of WCAG 2.2 Level AA, grouped by principle. Full table in section 5.



Issues by severity

SEVERITY	ISSUES	WHAT IT MEANS
BLOCKER	1	Someone can't complete an essential task (buy, log in, get help) at all.
HIGH	8	The task is possible but very hard, important information is lost, or it affects every page.
MEDIUM	39	It causes confusion or extra effort; there's a workaround.
LOW	35	Minor or isolated, with small impact.

Fix these first

ID	ISSUE	SEVERITY
F60	The checkout button in the cart drawer can't be reached at 400% zoom	BLOCKER
F1	The contact form is marked as English while all its content is Dutch	HIGH
F19	The social media links in the footer have no name	HIGH
F38	White text on the teal footer has too little contrast	HIGH
F46	The announcement bar changes automatically and can't be paused	HIGH
F51	Keyboard focus is invisible on header icons, product cards and swatches	HIGH
F54	Tab stops on invisible close buttons of hidden quick-shop dialogs	HIGH
F79	The mobile menu can't be closed with a screen reader	HIGH
F80	The care guides are untagged PDFs	HIGH

WHAT THIS MEANS

The evaluated sample does not yet meet WCAG 2.2 Level AA: 34 of 55 success criteria have at least one failure. This report does not state that the website conforms or does not conform as a whole; it describes the evaluated sample. The fix plan in section 2 lists every issue in the order we recommend fixing it.

2 Fix plan

Every issue, in the order we recommend fixing it: by severity, then by ID. The ID links to the full description in section 6.

ID	ISSUE	CRITERIA	SEVERITY
BLOCKER · 1			
F60	The checkout button in the cart drawer can't be reached at 400% zoom Cart drawer: subtotal and "Afrekenen" button at the bottom of the drawer	1.4.10	BLOCKER
HIGH · 8			
F1	The contact form is marked as English while all its content is Dutch Third-party The whole contact form on forms.example/contact (Footer → Help & FAQ → Contactformulier)	3.1.1	HIGH
F19	The social media links in the footer have no name Footer, every page: the Instagram and Pinterest icon links	2.4.4, 4.1.2, 1.1.1	HIGH
F38	White text on the teal footer has too little contrast Footer, every page: column titles, links, newsletter heading and the USP line above the footer (white on teal #3E9C8F)	1.4.3	HIGH
F46	The announcement bar changes automatically and can't be paused Announcement bar at the top of every page ("Bezorging binnen 1-3 werkdagen", "Gratis verzending vanaf 50 €", "60 dagen retour")	2.2.2	HIGH
F51	Keyboard focus is invisible on header icons, product cards and swatches Header (search, account, cart icons), product card title links and "Kies opties" buttons, colour and finish swatches, every page with these components	2.4.7	HIGH
F54	Tab stops on invisible close buttons of hidden quick-shop dialogs Collection, search and landing pages with product cards: the quick-shop dialog behind each "Kies opties" button	2.4.3, 2.4.7	HIGH
F79	The mobile menu can't be closed with a screen reader Mobile menu (bottom sheet opened with the "Menu" button), every page at phone width	4.1.2, 2.4.3	HIGH
F80	The care guides are untagged PDFs PDF care guides linked from Onderhoudsgidsen ("Download guide ..."), checked: cast iron and knives	1.3.1	HIGH
MEDIUM · 39			
F2	English content pages have no English language marking The main text of content pages written in English: Barbecue, Which pan for which hob, How to mount your knife strip. About half of the /nl/pages/ are mainly English.	3.1.2	MEDIUM
F3	The cookie policy text on the Dutch cookie page is in English Cookiebeleid page: the "Cookie Policy" text section (about 350 words, from "Cookies are small files that a website stores on your device..." to "Which cookies do we use?")	3.1.2	MEDIUM

ID	ISSUE	CRITERIA	SEVERITY
F7	English headings and short texts in page sections Section headings and short texts set in the theme editor: "Cook with confidence" (Home); "Made to last" (timeline section: Home, product pages, Alle producten, Gietijzer landing); "Materials that work as hard as you do" (Onze materialen); "Less energy, same flavour" (Zuinig koken, Gebruik & onderhoud); "Complete your kitchen" (textiles & accessories product template); "Free returns within 60 days" (USP line on product pages and Gietijzer landing); "Find a stockist" (store locator h1); "Lost in the pantry" (404 heading); "Behind the scenes" (blog tag); "Download guide ..." (8 link texts, Onderhoudsgidsen)	3.1.2	MEDIUM
F8	The button on sold-out variants is in English The button that replaces "Toevoegen aan winkelwagen" when the chosen variant is sold out (product pages)	3.1.2	MEDIUM
F11	The newsletter pop-up is entirely in English Third-party Newsletter pop-up that appears on any page for new visitors (third-party)	3.1.2	MEDIUM
F12	The store locator shows German text on the Dutch page Third-party Store locator widget (third-party) on Verkooppunten: search field and filter	3.1.2	MEDIUM
F13	Images in the Shop menu are links named with colour codes Shop mega menu (header, every page): the photo above each column heading	1.1.1, 2.4.4	MEDIUM
F15	Product photos share one description or name the wrong product or colour Product image gallery (main image and thumbnails) on product pages; product block on Zuinig koken	1.1.1	MEDIUM
F16	The drawings that show which pan material you own have no description Onderhoudsgidsen: the drawing under each heading "Gietijzer", "Carbonstaal", "RVS", "Antiaanbaklaag"	1.1.1	MEDIUM
F17	The before/after slider images have no description Gebruik & onderhoud: the image comparison slider	1.1.1	MEDIUM
F29	The energy comparison on Zuinig koken is an image of text Zuinig koken: the graphic comparing cooking with and without a lid ("Met deksel 6 min", "Zonder deksel 10 min", "tot 40% minder energie")	1.4.5, 1.1.1	MEDIUM
F32	The hob table on the Which pan for which hob page is built without table markup Which pan for which hob: the table with pan types, hob types and maximum oven temperature	1.3.1	MEDIUM
F34	The footer newsletter field has only a placeholder as label Footer, every page: "Schrijf je in voor onze nieuwsbrief" e-mail field	3.3.2	MEDIUM
F35	The newsletter pop-up field has only a placeholder as label Third-party Newsletter pop-up (third-party), every page for new visitors: the e-mail field	3.3.2	MEDIUM
F37	The sort button's name doesn't contain its visible text Collection and search pages: the sort control top right ("Sorteren op: Uitgelicht")	2.5.3, 3.1.2	MEDIUM

ID	ISSUE	CRITERIA	SEVERITY
F39	Text on hero photos has too little contrast in places Hero banners with white text on a photo: Home ("Nieuw: de braadpan in olijfgroen ..."), Onze materialen ("Materials that work as hard as you do"), Verkooppunten ("Verkooppunten")	1.4.3	MEDIUM
F40	Grey secondary text on product cards has too little contrast Product cards: material description ("Gietijzer, geschikt voor elke kookplaat"), "Vanaf" before the price; filter counts ("12") on collection pages (grey #8E8A84 on #F8F5EF)	1.4.3	MEDIUM
F43	Filter checkboxes have too little contrast against the background Collection and search pages: the checkboxes in the filter panel (border #D9DCD8 on white)	1.4.11	MEDIUM
F45	Links in body text are only recognisable by colour Links inside paragraphs on content pages and blog articles (e.g. "retourportaal" on Verzending & retour, "registreer je pan" on Product registreren)	1.4.1	MEDIUM
F47	The USP bar scrolls continuously and can't be stopped Scrolling USP bar under the hero ("Voor elke kookplaat", "Vaattwasserbestendig", "Ovenbestendig tot 260 °C"), on 17 pages	2.2.2	MEDIUM
F49	The before/after slider can't be used with the keyboard Gebruik & onderhoud: the handle of the image comparison slider	2.1.1	MEDIUM
F52	The focus indicator on footer links is almost invisible Footer, every page: links in the columns and the social icons	1.4.11	MEDIUM
F53	Closing the cart drawer sends focus to the top of the page Cart drawer: the close button ("Sluiten") and Esc	2.4.3	MEDIUM
F55	Focus stays behind the newsletter pop-up Third-party Newsletter pop-up (third-party), every page for new visitors	2.4.3	MEDIUM
F56	The newsletter pop-up hides focused elements Third-party Newsletter pop-up (third-party) in the bottom-right corner, on product and collection pages	2.4.11	MEDIUM
F59	Set option labels are cut off at 200% zoom Product pages: the set choice buttons (e.g. "Los 1 stuk", "Duo 2 stuks + 25,00 €", "Trio 3 stuks + 45,00 €")	1.4.4	MEDIUM
F61	The newsletter pop-up fills the screen at 400% zoom with its close buttons out of view Third-party Newsletter pop-up (third-party) at 320px width	1.4.10	MEDIUM
F63	The Shop mega menu can't be closed with Esc and closes when moving the pointer to it Header, every page: Shop and Over ons mega menus (open on hover and on focus)	1.4.13	MEDIUM
F65	Carousels can only be swiped at mobile width "Shop per categorie", "Waarom Lepelvink?" and "Onze bestsellers" carousels at widths below 768px	2.5.1	MEDIUM

ID	ISSUE	CRITERIA	SEVERITY
F66	The before/after slider only works by dragging Gebruik & onderhoud: image comparison slider	2.5.7	MEDIUM
F67	Colour swatches on product cards are too small and too close together Product cards on collection, search and landing pages: the colour dots under the product name	2.5.8	MEDIUM
F71	The Shop and Over ons menu buttons don't say whether they are open Header, every page: "Shop" and "Over ons" buttons that open the mega menus	4.1.2	MEDIUM
F72	The sort menu is not announced as a list of options Collection and search pages: the custom sort dropdown ("Uitgelicht", "Prijs: laag naar hoog", ...)	4.1.2	MEDIUM
F74	The support chat's send button has no name Third-party Help & FAQ: support chat box at the bottom (third-party, iframe "Support chat"): the round arrow button next to "Stel je vraag..."	4.1.2	MEDIUM
F75	The new number of results after filtering is not announced Collection and search pages: result count ("42 producten") that updates when a filter or sort changes	4.1.3	MEDIUM
F78	VoiceOver can leave the open cart drawer and read the page behind it Cart drawer (after "Toevoegen aan winkelwagen" or the cart icon)	2.4.3, 4.1.2	MEDIUM
F81	The cooking workshop video has no proper captions Kookworkshop: embedded video "Cooking with Lepelvink: one-pan risotto"	1.2.2	MEDIUM
F82	Silent instruction videos have no text alternative "How to mount your knife strip" video; product video on the Magnetische messenstrip page (drilling the holes, fixing the strip)	1.2.1	MEDIUM
F83	The care videos show steps that the voice-over doesn't describe Gebruik & onderhoud: the three short videos (inbranden, schoonmaken, messen slijpen)	1.2.3, 1.2.5	MEDIUM
LOW · 35			
F4	The review banner shows English text and reviews on Dutch pages Review banner block lower on the page ("Loved by 200,000+ home cooks", "4.6/5 3,200+ reviews", "Read what our customers say", four review cards, button "Next review")	3.1.2	LOW
F5	Phone-cost notes on the help page are in English and German Help & FAQ page: the small notes under the contact blocks per country	3.1.2	LOW
F6	The site name in the logo link and page titles is in English Header logo link (every page) and the end of every page title	3.1.2	LOW
F9	The review widget's rating texts are in English Rating line under the product title ("4.6/5 3,200+ reviews") and the star ratings on review cards (screen reader label "4.6 out of 5 stars", "5 out of 5 stars")	3.1.2	LOW

ID	ISSUE	CRITERIA	SEVERITY
F10	Blog image descriptions are in English Article images on blog cards (Home, Blog overview) and at the top of blog articles	3.1.2	LOW
F14	Icons in the Shop menu add colour codes and English labels to the link names Shop mega menu (header, every page): the small product icon in front of each menu item	1.1.1	LOW
F18	The video pause control is named "Video afspelen" while the video plays Video blocks: the play/pause control on the video	4.1.2	LOW
F20	Product thumbnails in the community feed are links named with colour codes "Zo koken onze klanten" (shop the feed): the dialog that opens on a photo, product thumbnail link	1.1.1, 2.4.4	LOW
F21	Decorative images have meaningless descriptions "Ontdek onze materialen" tiles (material photo with the material name as text on top)	1.1.1	LOW
F22	Shipping and returns icons have no alt attribute Icon row under the add-to-cart area (product pages) and on the Gietijzer landing: delivery, shipping and returns icons next to their text	1.1.1	LOW
F23	The craftsmanship badge and the review-widget logo are hidden from screen readers "Ambachtelijk gemaakt" badge in the Home hero (an image, not a link); review-widget logo in the "Wat onze klanten zeggen" review block	1.1.1	LOW
F24	The Lepelvink logo on the contact form has no alt attribute Third-party Contact form (form builder): the Lepelvink logo at the top	1.1.1	LOW
F25	The cutting-board photo on Home names one wood while it shows several Home: cutting-board section photo	1.1.1	LOW
F26	The newsletter pop-up photo has an unrelated description Third-party Newsletter pop-up (third-party), every page for new visitors: the photo	1.1.1	LOW
F27	The size and finish choices contain radio buttons without a name Product pages: the Maat (size) and Afwerking (finish) choices under the product title	4.1.2, 1.3.1	LOW
F28	The gallery thumbnails are named from 0 and skip number 1 Product image gallery: the thumbnail buttons under or beside the main image; product block on Zuinig koken	4.1.2	LOW
F30	Section titles are styled text instead of headings Footer column titles ("Klantenservice", "Assortiment", "Over Lepelvink"), every page; filter group titles ("Producttype", "Materiaal", "Kleur") on collection pages; "Maak je set compleet" in the cart drawer	1.3.1	LOW
F31	Every card in the community feed has the same button text "Shop" "Zo koken onze klanten" (shop the feed): the button on each photo card	2.4.6	LOW

ID	ISSUE	CRITERIA	SEVERITY
F33	The product specifications are loose paragraphs instead of label-value pairs Product pages: the "Specificaties" section (Afmetingen, Gewicht, Materiaal, Geschikt voor, Vaatwasser)	1.3.1	LOW
F36	The footer newsletter field doesn't identify its purpose Footer, every page: newsletter e-mail field	1.3.5	LOW
F41	The "Pre-order" badge has too little contrast Product cards: "Pre-order" badge (white on ochre #B8892E)	1.4.3	LOW
F42	The "No thanks" button in the newsletter pop-up has too little contrast Third-party Newsletter pop-up (third-party): "No thanks" button text (grey #9C9C9C on white)	1.4.3	LOW
F44	The quantity arrows in the cart are hard to see Cart drawer and cart page: the up/down arrows next to the quantity	1.4.11	LOW
F48	The rotating "Kooktip" badge can't be stopped Zuinig koken: the circular text badge "KOOKTIP" above the product block	2.2.2	LOW
F50	The zoomed product image can't be opened with the keyboard Product image gallery: the "Media 1 openen in venster" buttons on each large image	2.1.1	LOW
F57	The sticky "Specificaties · Reviews · FAQ" bar hides focused FAQ questions Product pages and Gietijzer landing: sticky section bar in the bottom-right corner ("Specificaties", "Reviews", "FAQ", back to top)	2.4.11	LOW
F58	Ticking a filter reloads the results and moves focus to the top of the list Collection and search pages: filter checkboxes (Producttype, Materiaal, Kleur)	3.2.2	LOW
F62	Button labels and product titles are cut off with increased text spacing "Filters verbergen" and "Sorteren op" buttons, size option buttons, product card titles	1.4.12	LOW
F64	The swatch name tooltip disappears when the pointer moves onto it Product pages: tooltip with the finish or colour name above each swatch	1.4.13	LOW
F68	The quantity arrows in the cart are too small Cart drawer and cart page: up/down quantity buttons	2.5.8	LOW
F69	The scrolling USP bar is read out three times Scrolling USP bar under the hero (17 pages)	1.3.2	LOW
F70	Filter groups have no group name Collection and search pages: filter checkboxes under "Producttype", "Materiaal", "Kleur"	1.3.1	LOW
F73	The slideshow pause button keeps its name after pausing Home: hero slideshow pause/play button	4.1.2	LOW
F76	The newsletter sign-up confirmation is not announced Footer newsletter form: the confirmation text that replaces the form after sign-up	4.1.3	LOW

ID	ISSUE	CRITERIA	SEVERITY
F77	Error messages in the contact form are not announced Third-party Contact form (form builder): the error shown when "Volgende" is pressed without choosing an answer	3.3.1	LOW

3 What we evaluated

Website	shop.example/nl — Dutch-language webshop (fictional)
In scope	• Every page under shop.example/nl , the Dutch-language storefront • The hosted checkout reached from it, up to choosing a payment method • The customer account on account.shop.example (orders, profile, addresses) • The contact and product-registration forms (form builder) and the returns portal, view only • Third-party components shown on these pages: cookie consent tool, newsletter pop-up, review widget, support chat, help-centre search, store locator, embedded video
Not in scope	• The other language versions of the shop • PDF documents other than the two care guides in the sample • E-mails • Payment provider pages and the order confirmation page (no order was placed)
Conformance target	WCAG 2.2 Level AA
Evaluation period	7 – 11 Sep 2026
Additional requirements	• Each issue lists the elements and pages where it was found • Retest after remediation • Accessibility statement (EAA Annex V), delivered separately

Accessibility support baseline

The combinations of operating system, browser and assistive technology that the website is expected to work with. Results in this report apply to these combinations.

SETUP	COVERED
Windows · Chrome · screen reader	Yes
Windows · Edge · keyboard only	Yes
macOS · Safari · screen reader	Yes
iOS · Safari · screen reader	Yes
Android · Chrome · screen reader	Yes
Zoom to 200% and reflow at 320 CSS pixels	Yes, Windows · Chrome and iOS · Safari

Technologies relied upon

TECHNOLOGY	RELIED UPON	WHERE
HTML	Yes	Everywhere
CSS	Yes	Everywhere
JavaScript	Yes	Menus, drawers, filters, search, cart, option pickers, carousels, checkout
WAI-ARIA	Yes	Dialogs, search suggestions, tabs, menus, status messages
SVG	Yes	Icons, logo, rating stars
Platform	Context	Shopify with a customised theme; hosted checkout and customer accounts

Third-party components

Parts of the website supplied by other vendors. They are part of what visitors experience, so they were evaluated like the rest of each page. 12 issues in this report come from a third-party component (marked **Third-party**); fixing them may need the vendor.

COMPONENT	VENDOR	WHERE
Checkout and payment	Platform checkout and payment providers	Cart and checkout
Cookie consent	Cookie consent tool	Every page
Newsletter pop-up and form	E-mail marketing platform	Every page, footer
Reviews	Review widget	Home, collections, products
Chat and help-centre search	Customer-service platform	Help & FAQ
Contact and registration forms	Form builder	Linked from Help & FAQ and Product registreren
Returns portal	Returns service	Linked from Verzending & retour
Store locator	Store-locator app	Verkooppunten
Video	Video platform	5 content pages

Limitations

- No order was placed on the live shop, so the payment provider pages and the order confirmation page were not evaluated.
- The account had no order history, so order details were only seen in their empty state.
- The cookie banner shown to first-time visitors was evaluated with consent already set to accept all.

- Text in embedded third-party frames (chat, help-centre search, video, store locator) can't be restyled for the text-spacing check (1.4.12).
- Pages behind a login can't be drawn in the random sample.

4 How we evaluated

We followed the W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM 1.0). It describes how to evaluate a whole website against WCAG without evaluating every page: explore the site, choose a sample that represents it, evaluate that sample against every success criterion, and report the results.

1 · Explore

We mapped the page types, key functions, interactive components, technologies and third-party parts of the website.

2 · Sample

We chose a structured sample (one of each distinct page type, every key function and state) and added pages drawn at random, to check that the structured sample is representative.

3 · Evaluate

The sample was evaluated against every success criterion of WCAG 2.2 Level AA, for the setups in the accessibility support baseline (section 3). This covers how content is presented, whether it can be operated with a keyboard alone, how it behaves when zoomed or shown at narrow widths, and what it exposes to assistive technologies such as screen readers.

4 · Report

Each failure found is recorded as an issue with where it occurs, what happens, who is affected and how to fix it.

The sample

PART	SIZE	HOW IT WAS CHOSEN
Structured sample	37	One of each distinct page type found while exploring the site (about 20), plus every key function, third-party component and special state (sold-out product, empty results, 404), and a second example of the product, category and content page types.
Random sample	4	10% of the structured sample, drawn at random from the 318 pages in the site's Dutch sitemap.
Complete processes	3	Purchase (home to checkout, logged in and as guest), login with an e-mailed code, newsletter sign-up (12 steps in total, evaluated from start to end.)

Random sample check. The random sample (n = 4) showed no page types or issues that were not already in the structured sample, so the structured sample is representative.

The full list of samples is in Appendix A.

How to read the results

OUTCOME	MEANING
FAILED	At least one part of the sample does not meet the criterion.
PASSED	No failures found in the evaluated sample.
NOT PRESENT	Nothing in the sample that this criterion applies to.
CANNOT TELL	No firm result could be reached for the sample; the reason is given.

Each issue also has a **severity**. Severity is not part of WCAG: the criterion decides *whether* something fails, severity is our advice on *what to fix first*.

SEVERITY	MEANING
BLOCKER	Someone can't complete an essential task (buy, log in, get help) at all.
HIGH	The task is possible but very hard, important information is lost, or it affects every page.
MEDIUM	It causes confusion or extra effort; there's a workaround.
LOW	Minor or isolated, with small impact.

5 Results per criterion

The outcome for every success criterion of WCAG 2.2 Level AA. Criteria marked [2.2](#) are new in WCAG 2.2. EN 301 549 v3.2.1, the version of the European standard currently referenced, is based on WCAG 2.1. Version 4.1.1 (September 2026) includes these criteria and is expected to replace it once it is cited in the Official Journal of the EU. We recommend meeting them now.

CRITERION	LEVEL	OUTCOME	ISSUES	NOTES
PERCEIVABLE				
1.1.1 Non-text Content	A	FAILED	F13 F14 F15 F16 F17 F19 F20 F21 F22 F23 F24 F25 F26 F29	Includes Shop menu links, product galleries, the care-guide drawings, before/after slider, footer social media links, icons and logos, and the image of text on Zuinig koken.
1.2.1 Audio-only and Video-only (Prerecorded)	A	FAILED	F82	1 finding: silent installation videos (knife-strip product page, How to mount your knife strip) without text alternative. Autoplay product videos are decorative.
1.2.2 Captions (Prerecorded)	A	FAILED	F81	1 finding: cooking-workshop video with only auto-generated captions. Care videos on Gebruik & onderhoud have burned-in captions.
1.2.3 Audio Description or Media Alternative (Prerecorded)	A	FAILED	F83	1 finding: care videos on Gebruik & onderhoud (visual steps not in voice-over, no text alternative).
1.2.4 Captions (Live)	AA	NOT PRESENT		No live video or audio on the site.
1.2.5 Audio Description (Prerecorded)	AA	FAILED	F83	1 finding: care videos on Gebruik & onderhoud need audio description.
1.3.1 Info and Relationships	A	FAILED	F27 F30 F32 F33 F70 F80	Styled section titles, hob table, product specs, unnamed size/finish radios, filter groups without group name, untagged PDF care guides. Landmarks present on every template.
1.3.2 Meaningful Sequence	A	FAILED	F69	1 finding: scrolling USP bar read three times.
1.3.3 Sensory Characteristics	A	PASSED		No instructions rely on shape, colour, size, position or sound. Care instructions describe the physical product.

CRITERION	LEVEL	OUTCOME	ISSUES	NOTES
1.3.4 Orientation	AA	PASSED		Both orientations work on home, product, checkout and account (checked in browser tools and on a phone).
1.3.5 Identify Input Purpose	AA	FAILED	F36	1 finding: footer newsletter field without autocomplete="email". Checkout, login and account address fields use correct tokens.
1.4.1 Use of Color	A	FAILED	F45	1 finding: links in body text only differ by colour (2.2:1, no underline on focus).
1.4.2 Audio Control	A	PASSED		No audio starts automatically. Autoplay videos (Onze materialen, product pages, Gietijzer landing, Gebruik & onderhoud) are muted. Embedded videos don't autoplay.
1.4.3 Contrast (Minimum)	AA	FAILED	F38 F39 F40 F41 F42	5 findings, one per colour pair: footer white on teal 3.3:1; hero text on photos 2.1–2.6:1; grey secondary text 3.1:1; Pre-order badge 3.1:1; newsletter pop-up "No thanks" 2.7:1 (third-party).
1.4.4 Resize Text	AA	FAILED	F59	1 finding: set option labels clipped at 200%. Viewport meta allows pinch-zoom.
1.4.5 Images of Text	AA	FAILED	F29	1 finding: energy comparison graphic on Zuinig koken. Logos and text on product photos not counted.
1.4.10 Reflow	AA	FAILED	F60 F61	2 findings: cart drawer checkout unreachable at 400% (Blocker); newsletter pop-up at 320px (third-party). Both also confirmed on a phone.
1.4.11 Non-text Contrast	AA	FAILED	F43 F44 F52	3 findings: filter checkbox border 1.3:1; cart quantity arrows 1.9:1; focus indicator on footer links 1.2:1.
1.4.12 Text Spacing	AA	FAILED	F62	1 finding: clipped button labels and product card titles. Text in embedded third-party frames can't be restyled for this check (see Limitations).
1.4.13 Content on Hover or Focus	AA	FAILED	F63 F64	2 findings: mega menu (hover and focus), swatch tooltip.
OPERABLE				
2.1.1 Keyboard	A	FAILED	F49 F50	2 findings: before/after slider, image zoom. All processes (purchase, guest checkout, login, newsletter) completed by keyboard.
2.1.2 No Keyboard Trap	A	PASSED		No trap in chat, embedded video, map, pop-ups or checkout payment fields.
2.1.4 Character Key Shortcuts	A	NOT PRESENT		No single-key shortcuts on any template (tested /, s, ?, k and digits).

CRITERION	LEVEL	OUTCOME	ISSUES	NOTES
2.2.1 Timing Adjustable	A	PASSED		Checkout kept all input after 2 h 50 min idle. No cart reservation or session timer found.
2.2.2 Pause, Stop, Hide	A	FAILED	F46 F47 F48	3 findings: announcement bar (every page), scrolling USP bar (17 pages), rotating badge (Zuinig koken). Hero slideshow has a pause button.
2.3.1 Three Flashes or Below Threshold	A	PASSED		Nothing flashes on any sample, including the videos.
2.4.1 Bypass Blocks	A	PASSED		Working skip link on all store pages; the hosted checkout and account have their own. Main landmark present.
2.4.2 Page Titled	A	PASSED		Every sample, including login code screen and checkout, has a title that names the page.
2.4.3 Focus Order	A	FAILED	F53 F54 F55 F78 F79	5 findings: cart drawer focus return, hidden quick-shop dialogs, newsletter pop-up, VoiceOver leaving the cart drawer, mobile menu that can't be closed with a screen reader.
2.4.4 Link Purpose (In Context)	A	FAILED	F13 F19 F20	3 findings: Shop menu image links, footer social media links, community-feed thumbnail links.
2.4.5 Multiple Ways	AA	PASSED		Main menu, search and footer on every page; links between related products and collections.
2.4.6 Headings and Labels	AA	FAILED	F31	1 finding: identical "Shop" buttons in the community feed.
2.4.7 Focus Visible	AA	FAILED	F51 F54	2 findings: no focus style on header icons, product cards and swatches; invisible tab stops on the close buttons of hidden quick-shop dialogs.
2.4.11 Focus Not Obscured (Minimum) 2.2	AA	FAILED	F56 F57	2 findings: newsletter pop-up (third-party), sticky section bar on product pages. Same two at 200% and 400% zoom.
2.5.1 Pointer Gestures	A	FAILED	F65	1 finding: carousels swipe-only below 768px. Confirmed on iOS and Android.
2.5.2 Pointer Cancellation	A	PASSED		All tested controls act on release (up-event).
2.5.3 Label in Name	A	FAILED	F37	1 finding: sort button "Sorteren op: Uitgelicht" named "Sort by".
2.5.4 Motion Actuation	A	NOT PRESENT		No motion-triggered functions found on iOS or Android (shake, tilt).
2.5.7 Dragging Movements 2.2	AA	FAILED	F66	1 finding: before/after slider (Gebruik & onderhoud). No price slider in filters.

CRITERION	LEVEL	OUTCOME	ISSUES	NOTES
2.5.8 Target Size (Minimum) 2.2	AA	FAILED	F67 F68	2 findings: product card swatches 14 × 14 px; cart quantity arrows 14 × 10 px.
UNDERSTANDABLE				
3.1.1 Language of Page	A	FAILED	F1	1 finding: the contact form (third-party) is lang="en" with all-Dutch content. All store samples are lang="nl" (correct); returns portal lang="nl"; account area lang="en" with English content (consistent).
3.1.2 Language of Parts	AA	FAILED	F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12 F37	12 findings: English content pages, cookie policy, review banner, help-page notes (EN + DE), site name in logo link and titles, section headings and short texts, sold-out button, review-widget texts, blog image alts, newsletter pop-up, store locator (DE), English name of the sort button. The login code screen and checkout have no passages in another language.
3.2.1 On Focus	A	PASSED		Focus alone only opens menus and tooltips.
3.2.2 On Input	A	FAILED	F58	1 finding: ticking a filter reloads the results and moves focus to the top of the grid without warning; a change of focus is a change of context. Sort, language and country selectors pass.
3.2.3 Consistent Navigation	AA	PASSED		Header navigation in the same order on all store pages. Checkout and account area use a reduced header (allowed).
3.2.4 Consistent Identification	AA	PASSED		Search, cart, account and close buttons ("Sluiten") have the same names on every template.
3.2.6 Consistent Help 2.2	A	PASSED		Help & FAQ link in the same footer position on every page. Contact details and chat only on Help & FAQ (not repeated, so not in scope of 3.2.6).
3.3.1 Error Identification	A	FAILED	F77	1 finding: contact-form error not announced (third-party). Checkout, login and account forms pass.
3.3.2 Labels or Instructions	A	FAILED	F34 F35	2 findings: placeholder-only labels in the footer newsletter form and the newsletter pop-up.
3.3.3 Error Suggestion	AA	PASSED		Errors suggest the fix where possible (e-mail format, postcode).
3.3.4 Error Prevention (Legal, Financial, Data)	AA	PASSED		One-page checkout shows all input and the order summary before the final pay button; everything can be corrected. The payment itself was not completed (stopped before paying).

CRITERION	LEVEL	OUTCOME	ISSUES	NOTES
3.3.7 Redundant Entry 2.2	A	PASSED		Billing address can reuse the delivery address with one checkbox; saved e-mail pre-filled when logged in.
3.3.8 Accessible Authentication (Minimum) 2.2	AA	PASSED		E-mailed one-time code; paste works, autocomplete="one-time-code". No password, no CAPTCHA.
ROBUST				
4.1.2 Name, Role, Value	A	FAILED	F18 F19 F27 F28 F71 F72 F73 F74 F78 F79	Menu buttons without expanded state, sort menu, slideshow pause name, video control, chat send button, footer social media links, size/finish radios, gallery thumbnail names, VoiceOver cart drawer, mobile menu close.
4.1.3 Status Messages	AA	FAILED	F75 F76	2 findings: filter result count, newsletter confirmation. Add to cart (drawer with focus), discount code and search suggestions pass. Same with every screen reader in the baseline.

6 Findings in detail

Issues grouped by the first WCAG success criterion they fail. An issue that fails more than one criterion is described once and listed under each criterion in section 5.

1.1.1 Non-text Content Level A

[W3C explanation](#)

F19 The social media links in the footer have no name

HIGH

Criteria: 2.4.4 Link Purpose (In Context) · 4.1.2 Name, Role, Value · 1.1.1 Non-text Content

Where: Footer, every page: the Instagram and Pinterest icon links · `.site-footer__social a`

Found on 1 sample: Home

WHAT HAPPENS

Each link contains only an SVG icon without a title or label. The links have no name and are in the tab order.

WHAT SHOULD HAPPEN

Each link has a name that says where it goes.

WHO IS AFFECTED

Screen reader users hear two unnamed links (or their addresses) on every page and can't tell they lead to Lepelvink's social media pages.

HOW TO FIX

aria-label="Lepelvink op Instagram" and aria-label="Lepelvink op Pinterest" on the links, and aria-hidden="true" on the SVGs.

F13 Images in the Shop menu are links named with colour codes

MEDIUM

Criteria: 1.1.1 Non-text Content · 2.4.4 Link Purpose (In Context)

Where: Shop mega menu (header, every page): the photo above each column heading

Found on 1 sample: Home

WHAT HAPPENS

Each photo is a separate link, in the tab order, whose only name is its alt text: "#swatch_sage" (to Pannen), "#swatch_charcoal" (to Messen), "Bakeware - Lepelvink" (to Bakken), "#swatch_sand" (to Alle producten), "Textiles - Lepelvink" (to Keukentextiel & accessoires). The column heading directly under each photo is a text link to the same page.

WHAT SHOULD HAPPEN

The link name says where it goes, or the duplicate image link is hidden because the column heading next to it already links to the same page.

WHO IS AFFECTED

Screen reader and keyboard users meet an extra link per column, announced as a colour code or English label instead of its destination, in the main menu on every page. The column heading link next to it is a workaround.

HOW TO FIX

Make the image decorative and remove the duplicate link from the tab order: `alt=""` with `tabindex="-1"` and `aria-hidden="true"` on the image link. Or set alt to the column name, e.g. `alt="Pannen"`.

F15 Product photos share one description or name the wrong product or colour**MEDIUM****Criteria:** 1.1.1 Non-text Content**Where:** Product image gallery (main image and thumbnails) on product pages; product block on Zuinig koken

Found on 8 samples: Landing page — Zuinig koken · Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Glazen deksel 28 cm (accessory template) · Product detail — Magnetische messenstrip (with video) · Product detail — Ovenwant linnen (textiles & accessories template) · Random 1 — Wokpan 30 cm (product) · Random 4 — Grillpan 26 cm (product)

WHAT HAPPENS

Different photos have the same alt, or an alt that names another product or colour. Koekenpan Classic 28 cm: six of seven photos are "KOEKENPAN CLASSIC 28 SAGE", including someone cooking at a hob, a stack of five colours, the coating close-up and the stamp on the base. Braadpan Classic: a row of four colours is "BRAADPAN CHARCOAL", the enamel close-up "DEKSEL CHARCOAL", the base stamp "BRAADPAN XL SAGE". Magnetische messenstrip: the strip on a wall and the close-up of the magnets are "MESSENBLOK WALNUT", a strip holding five knives "WALNUT STRIP". Wokpan 30 cm: all four photos "#swatch_sand". Ovenwant linnen: colour codes ("swatch_clay", ...), a green fabric detail "OVENWANT KATOEN GREEN BACK", a beige one "ovenwant linnen beige". Glazen deksel: both photos, including a size comparison of two lids, "Glazen deksel | 28 cm". Spare handle: all three photos (the handle, the screw set front and back) "Koekenpan Classic | Handgreep". Zuinig koken product block: seven photos "SNELKOOKPAN RVS" / "SNELKOOKPAN XL RVS", including three pans in different sizes and the valve on a teal background.

WHAT SHOULD HAPPEN

Each photo has its own alt that says what it shows (product, colour where relevant, and what the photo adds: in use, detail, stamp, size).

WHO IS AFFECTED

Screen reader users can't tell the photos apart and get wrong information about the product and colour they are buying.

HOW TO FIX

Write one alt per image, e.g. "Stapel koekenpannen in vijf kleuren", "Stempel op de bodem met het type antiaanbaklaag", "Glazen deksel van 28 cm naast dat van 24 cm, voor grootte". In Shopify: Products → media → Edit alt text (per language).

F16 The drawings that show which pan material you own have no description**MEDIUM****Criteria:** 1.1.1 Non-text Content**Where:** Onderhoudsgidsen: the drawing under each heading "Gietijzer", "Carbonstaal", "RVS", "Antiaanbaklaag"

Found on 1 sample: Onderhoudsgidsen (care guides)

WHAT HAPPENS

Each section shows a heading and a drawing of the stamp on the base of that type of pan. The drawing is how a customer tells which material they own, so which care guide to use. All four drawings have alt="". The hero image on the same page has alt="#swatch_clay".

WHO IS AFFECTED

Blind customers can't work out which care guide belongs to their pan.

WHAT SHOULD HAPPEN

Each drawing has an alt that describes what identifies that material. The hero has alt="".

HOW TO FIX

Describe the identifying features, e.g. alt="Bodemstempel gietijzer: rond logo met een ingegoten pan en het getal 26". Hero: alt="".

F17 The before/after slider images have no description**MEDIUM**

Criteria: 1.1.1 Non-text Content

Where: Gebruik & onderhoud: the image comparison slider

Found on 1 sample: Gebruik & onderhoud (before/after slider)

WHAT HAPPENS

The slider shows a cast-iron pan with burnt-on residue; dragging reveals the same pan after cleaning and re-seasoning. Both images have alt="" and the text around it doesn't say what the slider reveals.

WHO IS AFFECTED

Screen reader users miss what the slider shows (the result of the care method described on the page).

WHAT SHOULD HAPPEN

Both images are described, so the comparison is available without seeing it.

HOW TO FIX

Before image: alt="Gietijzeren pan met aangekoekte resten". After image: alt="Dezelfde pan na schoonmaken en opnieuw inbranden". (Keyboard use of the handle: see F49.)

F29 The energy comparison on Zuinig koken is an image of text**MEDIUM**

Criteria: 1.4.5 Images of Text · 1.1.1 Non-text Content

Where: Zuinig koken: the graphic comparing cooking with and without a lid ("Met deksel 6 min", "Zonder deksel 10 min", "tot 40% minder energie") · `.media-text__image img`

Found on 1 sample: Landing page — Zuinig koken

WHAT HAPPENS

The figures and labels are part of one image. The text can't be selected, blurs at 200% zoom and doesn't follow custom colours. The image has alt="", so the figures are not available to screen readers at all.

WHAT SHOULD HAPPEN

The comparison is real text (a short table or text next to a decorative picture). If the image stays, its alt contains all the figures.

WHO IS AFFECTED

Low-vision users who zoom or use their own colours can't read the comparison sharply; screen reader users miss the main argument of the page.

HOW TO FIX

Rebuild the comparison as HTML text over a decorative background (alt=""). Short-term: alt="Water aan de kook brengen: met deksel 6 minuten, zonder deksel 10 minuten. Tot 40% minder energie."

F14 Icons in the Shop menu add colour codes and English labels to the link names**LOW**

Criteria: 1.1.1 Non-text Content

Where: Shop mega menu (header, every page): the small product icon in front of each menu item

Found on 1 sample: Home

WHAT HAPPENS

The icon's alt text becomes part of the link name, e.g. "KOEKENPAN 28 CLASSIC SAGE Koekenpannen", "#swatch_sand Snijplanken", "BRAADPAN 24 CHARCOAL Braadpannen", "Tea towels - Lepelvink Theedoeken", "Spare parts - Lepelvink Onderdelen". The alt texts come from the product media and changed between two days of the evaluation for the same icons; they also don't match the icons (e.g. a blue pan icon named "CLASSIC SAGE"). The visible menu text is still part of each name.

WHAT SHOULD HAPPEN

The link name is only the menu text ("Braadpannen", "Onderdelen").

WHO IS AFFECTED

Screen reader users hear noise before every menu item, which makes the main menu slow and confusing.

HOW TO FIX

Hard-code alt="" for these icons in the menu template, so the link name no longer depends on the media library.

F20 Product thumbnails in the community feed are links named with colour codes**LOW**

Criteria: 1.1.1 Non-text Content · 2.4.4 Link Purpose (In Context)

Where: "Zo koken onze klanten" (shop the feed): the dialog that opens on a photo, product thumbnail link

Found on 3 samples: Home · Category listing — Alle producten · Collection landing — Gietijzer

WHAT HAPPENS

The product thumbnail is a link named only by its alt, e.g. "#swatch_sage" for the Koekenpan Classic 24 cm thumbnail. The product name link sits next to it.

WHAT SHOULD HAPPEN

The thumbnail link says which product it opens, or is hidden as a duplicate of the name link.

WHO IS AFFECTED

Screen reader users hear a colour code instead of the product. The product name link right after it is a workaround.

HOW TO FIX

alt="" with tabindex="-1" and aria-hidden="true" on the thumbnail link, since the product name link next to it goes to the same page.

F21 Decorative images have meaningless descriptions

LOW

Criteria: 1.1.1 Non-text Content

Where: "Ontdek onze materialen" tiles (material photo with the material name as text on top)

Found on 2 samples: Category listing — Alle producten · Collection landing — Gietijzer

WHAT HAPPENS

The photos have alts like "KOEKENPAN CLASSIC HUGE BLUE" (on the cast-iron tile), "#swatch_steel", "#swatch_sand", "#swatch_walnut-oiled", "#swatch_clay" (twice). The material name is already visible as text.

WHAT SHOULD HAPPEN

alt="", because the text on the tile already names the material.

WHO IS AFFECTED

Screen reader users hear colour codes and a wrong product name before each material.

HOW TO FIX

alt="" on the material tile images.

F22 Shipping and returns icons have no alt attribute

LOW

Criteria: 1.1.1 Non-text Content

Where: Icon row under the add-to-cart area (product pages) and on the Gietijzer landing: delivery, shipping and returns icons next to their text

Found on 6 samples: Product detail — Koekenpan Classic 28 cm · Collection landing — Gietijzer · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Random 1 — Wokpan 30 cm (product) · Random 4 — Grillpan 26 cm (product)

WHAT HAPPENS

icon-truck.svg and icon-return.svg have no alt attribute, so a screen reader may read the file name. The delivery icon has alt "Delivered in 1-3 working days", repeating the visible text in English.

WHAT SHOULD HAPPEN

alt="" on all three: the text next to them says the same.

WHO IS AFFECTED

Screen reader users may hear file names and repeated text.

HOW TO FIX

alt="" on the three icons.

F23 The craftsmanship badge and the review-widget logo are hidden from screen readers

LOW

Criteria: 1.1.1 Non-text Content**Where:** "Ambachtelijk gemaakt" badge in the Home hero (an image, not a link); review-widget logo in the "Wat onze klanten zeggen" review block**Found on 10 samples:** Home · Category listing — Alle producten · Product detail — Koekenpan Classic 28 cm · Collection landing — Gietijzer · Product detail — Braadpan Classic (sold-out variant) · Product detail — Glazen deksel 28 cm (accessory template) · Product detail — Magnetische messenstrip (with video) · Category listing — Onderdelen (sub-category tiles, English) · Random 1 — Wokpan 30 cm (product) · Random 4 — Grillpan 26 cm (product)**WHAT HAPPENS**

Both images have alt="". The badge is the only place the hero says the products are handmade; the logo is the only place the review source appears in that block.

WHAT SHOULD HAPPEN

Both have a short alt: "Ambachtelijk gemaakt" and the name of the review service.

WHO IS AFFECTED

Screen reader users miss the badge and the source of the reviews.

HOW TO FIX

alt="Ambachtelijk gemaakt" on the badge, and the review service's name as alt on its logo.

F24 The Lepelvink logo on the contact form has no alt attribute

LOW

Criteria: 1.1.1 Non-text Content · **Third-party****Where:** Contact form (form builder): the Lepelvink logo at the top**Found on 1 sample:** Contact form (form builder)**WHAT HAPPENS**

The logo image (not a link) has no alt attribute.

WHAT SHOULD HAPPEN

alt="Lepelvink".

WHO IS AFFECTED

Screen reader users may hear a file name or nothing useful; they don't learn whose form this is.

HOW TO FIX

Add the logo's alt text in the form builder's theme settings, if it allows it; otherwise report it to the vendor.

F25 The cutting-board photo on Home names one wood while it shows several

LOW

Criteria: 1.1.1 Non-text Content**Where:** Home: cutting-board section photo**Found on 1 sample:** Home**WHAT HAPPENS**

The photo shows a stack of cutting boards in several woods; its alt is "SNIJPLANK M EIKEN".

WHAT SHOULD HAPPEN

An alt that matches the photo, e.g. "Stapel snijplanken in verschillende houtsoorten".

WHO IS AFFECTED

Screen reader users get a wrong description of the product photo.

HOW TO FIX

Update the alt text of this image.

F26 The newsletter pop-up photo has an unrelated description**LOW****Criteria:** 1.1.1 Non-text Content · **Third-party****Where:** Newsletter pop-up (third-party), every page for new visitors: the photo**Found on 1 sample:** Home**WHAT HAPPENS**

The photo shows a table laid for dinner; its alt is "Lepelvink Recipes".

WHO IS AFFECTED

Screen reader users hear an unrelated label.

WHAT SHOULD HAPPEN

alt="" (the photo is decoration) or a matching description.

HOW TO FIX

Set the image alt to empty in the pop-up editor of the e-mail marketing platform.

1.2.1 Audio-only and Video-only (Prerecorded) Level A[W3C explanation](#)**F82 Silent instruction videos have no text alternative****MEDIUM****Criteria:** 1.2.1 Audio-only and Video-only (Prerecorded)**Where:** "How to mount your knife strip" video; product video on the Magnetische messenstrip page (drilling the holes, fixing the strip)**Found on 2 samples:** Product detail — Magnetische messenstrip (with video) · Random 2 — How to mount your knife strip (content page)**WHAT HAPPENS**

Both videos show the mounting steps with background music and a few words of on-screen text; nothing is spoken. The pages have no text that describes the same steps.

WHO IS AFFECTED

Blind and low-vision customers can't learn how to mount the knife strip.

WHAT SHOULD HAPPEN

A text alternative that describes the steps (or an audio track that describes them).

HOW TO FIX

Add the steps as text under the video ("1. Houd de strip waterpas tegen de muur en markeer de gaten. 2. ..."), or a spoken voice-over.

1.2.2 Captions (Prerecorded) Level A

[W3C explanation](#)

F81 The cooking workshop video has no proper captions

MEDIUM

Criteria: 1.2.2 Captions (Prerecorded)

Where: Kookworkshop: embedded video "Cooking with Lepelvink: one-pan risotto" · `iframe.video-embed`

Found on 1 sample: Kookworkshop (embedded video)

WHAT HAPPENS

The video has speech throughout (a chef explaining each step). Only the video platform's auto-generated captions are available; they contain obvious errors ("Lepelvink" as "label fink", missing sentences) and no speaker or sound information.

WHAT SHOULD HAPPEN

Accurate, synchronised captions, uploaded or corrected by Lepelvink.

WHO IS AFFECTED

Deaf and hard-of-hearing visitors can't follow the video.

HOW TO FIX

Upload a corrected caption file (.srt) to the video platform in the language spoken, and a Dutch translation for the Dutch page.

1.2.3 Audio Description or Media Alternative (Prerecorded) Level A

[W3C explanation](#)

F83 The care videos show steps that the voice-over doesn't describe

MEDIUM

Criteria: 1.2.3 Audio Description or Media Alternative (Prerecorded) · 1.2.5 Audio Description (Prerecorded)

Where: Gebruik & onderhoud: the three short videos (inbranden, schoonmaken, messen slijpen) · `video.care-video`

Found on 1 sample: Gebruik & onderhoud (before/after slider)

WHAT HAPPENS

The videos have a Dutch voice-over and burned-in Dutch captions. The voice-over refers to what is shown ("houd hem zo schuin", "en dan zo afdrogen") without saying at what angle or how; there is no audio description and no full text alternative.

WHAT SHOULD HAPPEN

Audio description of the important visual information (1.2.5), or at least a text alternative that includes it (1.2.3).

WHO IS AFFECTED

Blind customers hear the instructions but don't know at what angle to hold the knife or how to dry and oil the pan.

HOW TO FIX

Re-record the voice-over so it names what is shown ("houd het mes in een hoek van ongeveer 15 graden op de slijpsteen"), or add an audio-described version. Short-term: add the full steps as text under each video.

1.3.1 Info and Relationships Level A

[W3C explanation](#)

F80 The care guides are untagged PDFs HIGH

Criteria: 1.3.1 Info and Relationships

Where: PDF care guides linked from Onderhoudsgidsen ("Download guide ..."), checked: cast iron and knives

Found on 3 samples: Onderhoudsgidsen (care guides) · Document — Onderhoudsgids gietijzer (PDF) · Document — Onderhoudsgids messen (PDF)

Setups: Windows · Chrome · screen reader

WHAT HAPPENS

PAC reports "Document is not tagged". NVDA in Acrobat Reader reads the text as one stream: headings, the numbered steps and the multi-language columns run into each other, and the safety pictograms are skipped. The document title shows the file name ("care-guide-cast-iron-A5-v2.pdf") and no language is set.

WHO IS AFFECTED

Blind customers can't follow the seasoning, cleaning and safety instructions for the pan or knife they bought.

WHAT SHOULD HAPPEN

Tagged PDFs with headings, lists, alt text on pictograms, a document title and language (one file per language, or language set per section).

HOW TO FIX

Export the guides from the layout program with "Create Tagged PDF", set the title and language in the export, add alt text to the pictograms; check with PAC. Alternatively publish the guide text as an HTML page per product and language.

F32 The hob table on the Which pan for which hob page is built without table markup MEDIUM

Criteria: 1.3.1 Info and Relationships

Where: Which pan for which hob: the table with pan types, hob types and maximum oven temperature · `.page-content .hob-row`

Found on 1 sample: Plain content page — Which pan for which hob (English)

WHAT HAPPENS

The content is shown as a table with a header row and three columns, but it is built from div elements. There are no table, th or td elements.

WHO IS AFFECTED

Screen reader users hear a list of loose values ("Yes", "No", "260 °C") without knowing which pan or hob they belong to.

WHAT SHOULD HAPPEN

A data table with header cells (`<th scope="col">`), so each value is read with its column header.

HOW TO FIX

Rebuild as `<table>` with a `<caption>`, header row of `<th scope="col">` and one `<tr>` per pan type.

F27 The size and finish choices contain radio buttons without a name

LOW

Criteria: 4.1.2 Name, Role, Value · 1.3.1 Info and Relationships**Where:** Product pages: the Maat (size) and Afwerking (finish) choices under the product title · `fieldset.option-group > input[type=radio].visually-hidden`**Found on 5 samples:** Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Product detail — Ovenwant linnen (textiles & accessories template) · Random 1 — Wokpan 30 cm (product)**WHAT HAPPENS**

Next to each visible size or finish option (a link) there is a visually hidden radio button with no label and no name, which is still exposed to assistive technology. The selected size or finish is only marked on these unnamed radio buttons; the visible links have no selected state (no `aria-current`). The Kleur (colour) and Set choices are correctly labelled.

WHAT SHOULD HAPPEN

Each option has one control with a name and a selected state: either labelled radio buttons, or links with `aria-current="true"` on the selected one and the unnamed radios hidden.

WHO IS AFFECTED

Screen reader users can meet unnamed radio buttons and can't tell which size or finish is currently selected.

HOW TO FIX

Either give the radios a label (`<label for>` with the option name) and use them as the control, or hide them (`aria-hidden="true"`) and add `aria-current="true"` to the link of the selected option.

F30 Section titles are styled text instead of headings

LOW

Criteria: 1.3.1 Info and Relationships**Where:** Footer column titles ("Klantenservice", "Assortiment", "Over Lepelvink"), every page; filter group titles ("Producttype", "Materiaal", "Kleur") on collection pages; "Maak je set compleet" in the cart drawer · `.site-footer__heading` · `.filter-group__title` · `.cart-drawer__upsell-heading`**Found on 4 samples:** Home · Category listing — Alle producten · Collection landing — Gietijzer · Purchase 4/6 — Cart drawer (item added)**WHAT HAPPENS**

These texts look like headings (bigger, bold, above a group of links or options) but are `div` or `p` elements. `HeadingsMap` doesn't list them.

WHAT SHOULD HAPPEN

Text that introduces a section is a heading (`h2/h3`) at the right level.

WHO IS AFFECTED

Screen reader users can't jump to the footer columns or filter groups with heading navigation and don't hear where one group ends and the next starts.

HOW TO FIX

Change the elements to headings in the theme sections (e.g. `<h2 class="site-footer__heading">`), keep the visual style with the existing class.

F33 The product specifications are loose paragraphs instead of label–value pairs

LOW

Criteria: 1.3.1 Info and Relationships**Where:** Product pages: the "Specificaties" section (Afmetingen, Gewicht, Materiaal, Geschikt voor, Vaatwasser) · `.product-specs__row`**Found on 4 samples:** Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Random 1 — Wokpan 30 cm (product)**WHAT HAPPENS**

Each label and value is a separate div. Visually they form two columns; in the code there is no relation between a label and its value.

WHAT SHOULD HAPPEN

The pairs are marked up as a description list (dl/dt/dd) or a two-column table.

WHO IS AFFECTED

Screen reader users hear labels and values as separate lines and, in the longer lists, lose track of which value belongs to which label.

HOW TO FIX

```
<dl class="product-specs"><dt>Afmetingen</dt><dd>Ø 28 cm</dd>...</dl>
```

F70 Filter groups have no group name

LOW

Criteria: 1.3.1 Info and Relationships**Where:** Collection and search pages: filter checkboxes under "Producttype", "Materiaal", "Kleur" · `.filter-group__item`**Found on 3 samples:** Category listing — Alle producten · Search results + no results · Purchase 2/6 — Category: Alle producten**Setups:** Windows · Chrome · screen reader, macOS · Safari · screen reader, iOS · Safari · screen reader, Android · Chrome · screen reader**WHAT HAPPENS**

The checkboxes are not grouped. NVDA says "Koekenpannen (12), check box, not checked" without the group name, so "Gietijzer (7)" under Materiaal and "Groen (4)" under Kleur are read without context.

WHAT SHOULD HAPPEN

Each filter group is a fieldset with its title as legend (or role="group" with aria-labelledby), so NVDA says "Materiaal, grouping".

WHO IS AFFECTED

Screen reader users can't tell which filter a checkbox belongs to.

HOW TO FIX

```
<fieldset><legend class="filter-group__title">Materiaal</legend> ...checkboxes... </fieldset>
```

1.3.2 Meaningful Sequence Level A

[W3C explanation](#)

F69 The scrolling USP bar is read out three times

LOW

Criteria: 1.3.2 Meaningful Sequence

Where: Scrolling USP bar under the hero (17 pages) · `.marquee`

Found on 5 samples: Home · Category listing — Alle producten · Landing page — Zuinig koken · Landing page — Onze materialen · Collection landing — Gietijzer

Setups: Windows · Chrome · screen reader, macOS · Safari · screen reader, iOS · Safari · screen reader, Android · Chrome · screen reader

WHAT HAPPENS

To make the scroll loop, the three USPs are repeated three times in the code. NVDA reads all nine items in browse mode: "Voor elke kookplaat, Vaatwasserbestendig, Ovenbestendig tot 260 °C..." three times in a row.

WHO IS AFFECTED

Screen reader users hear the same content three times and may think the page repeats.

WHAT SHOULD HAPPEN

Each USP is read once; the copies used for the animation are hidden from assistive technology.

HOW TO FIX

Add `aria-hidden="true"` to the duplicated groups (all but the first `.marquee__group`).

1.3.5 Identify Input Purpose Level AA

[W3C explanation](#)

F36 The footer newsletter field doesn't identify its purpose

LOW

Criteria: 1.3.5 Identify Input Purpose

Where: Footer, every page: newsletter e-mail field · `.site-footer input[type="email"]`

Found on 2 samples: Home · Newsletter 1/2 — Footer sign-up form

WHAT HAPPENS

The field asks for the visitor's own e-mail address but has no autocomplete attribute.

WHO IS AFFECTED

People with motor or cognitive disabilities who rely on autofill have to type the address by hand.

WHAT SHOULD HAPPEN

`autocomplete="email"`, so browsers and assistive tools can fill it in and show a recognisable icon.

HOW TO FIX

Add `autocomplete="email"` to the input.

1.4.1 Use of Color Level A

[W3C explanation](#)

F45 Links in body text are only recognisable by colour

MEDIUM

Criteria: 1.4.1 Use of Color

Where: Links inside paragraphs on content pages and blog articles (e.g. "retourportaal" on Verzending & retour, "registreer je pan" on Product registreren) · `.page-content a`

Found on 4 samples: Product registreren — product registration · Blog article — standard · Blog article — section-built · Verzending & retour — shipping & returns page

WHAT HAPPENS

Links are terracotta #9E4028 in dark body text #1C2B29, without underline. Contrast between link and text: 2.2:1. The underline only appears on hover, not on keyboard focus.

WHAT SHOULD HAPPEN

Links are underlined, or differ from the text by at least 3:1 and get an extra cue on hover and focus.

WHO IS AFFECTED

Colour-blind and low-vision users can't find the links in the text.

HOW TO FIX

```
.page-content a { text-decoration: underline; text-decoration-color: #9E4028; }
```

1.4.3 Contrast (Minimum) Level AA

[W3C explanation](#)

F38 White text on the teal footer has too little contrast

HIGH

Criteria: 1.4.3 Contrast (Minimum)

Where: Footer, every page: column titles, links, newsletter heading and the USP line above the footer (white on teal #3E9C8F) · `.site-footer`

Found on 1 sample: Home

WHAT HAPPENS

Measured 3.3:1 for white text on the teal footer background. The links are 14px regular, so they need 4.5:1.

WHAT SHOULD HAPPEN

At least 4.5:1 for normal text.

WHO IS AFFECTED

Low-vision and older users struggle to read the footer links, which include Help & FAQ, Verzending & retour and Product registreren, on every page.

HOW TO FIX

Darken the footer background to at least #2B7A6F (5.1:1 with white), or use the dark teal #0F3D37 already used in the bottom bar.

F39 Text on hero photos has too little contrast in places**MEDIUM****Criteria:** 1.4.3 Contrast (Minimum)**Where:** Hero banners with white text on a photo: Home ("Nieuw: de braadpan in olijfgroen ..."), Onze materialen ("Materials that work as hard as you do"), Verkooppunten ("Verkooppunten") · `.hero__content`**Found on 3 samples:** Home · Landing page — Onze materialen · Store locator — Verkooppunten**WHAT HAPPENS**

At the lightest spot behind the text: Home intro text (16px) 2.1:1; Onze materialen heading (40px) 2.4:1; Verkooppunten heading (48px) 2.6:1.

WHAT SHOULD HAPPEN

4.5:1 for the 16px text, 3:1 for the large headings, measured at the lightest spot.

WHO IS AFFECTED

Low-vision users can't read the hero text, which on Home is the main introduction of the new product.

HOW TO FIX

Add a dark gradient overlay behind the text (e.g. `linear-gradient(90deg, rgba(0,0,0,.45), transparent 60%)`) or place the text on a solid panel.

F40 Grey secondary text on product cards has too little contrast**MEDIUM****Criteria:** 1.4.3 Contrast (Minimum)**Where:** Product cards: material description ("Gietijzer, geschikt voor elke kookplaat"), "Vanaf" before the price; filter counts ("(12)") on collection pages (grey #8E8A84 on #F8F5EF) · `.product-tile__subtitle` · `.filter-group__count`**Found on 5 samples:** Home · Category listing — Alle producten · Landing page — Zuinig koken · Search results + no results · Collection landing — Gietijzer**WHAT HAPPENS**

Measured 3.1:1. The text is 11–12px.

WHAT SHOULD HAPPEN

At least 4.5:1.

WHO IS AFFECTED

Low-vision users can't read the material description and the price prefix on every product listing.

HOW TO FIX

Use #6E6A64 or darker on #F8F5EF (4.9:1).

F41 The "Pre-order" badge has too little contrast**LOW****Criteria:** 1.4.3 Contrast (Minimum)**Where:** Product cards: "Pre-order" badge (white on ochre #B8892E) · `.product-badge--preorder`**Found on 2 samples:** Category listing — Alle producten · Landing page — Zuinig koken**WHAT HAPPENS**

Measured 3.1:1 for 12px text.

WHAT SHOULD HAPPEN

At least 4.5:1.

WHO IS AFFECTED

Low-vision users may miss that a product is only available for pre-order.

HOW TO FIX

Darken the badge to #84611E (5.6:1 with white).

F42 The "No thanks" button in the newsletter pop-up has too little contrast**LOW**

Criteria: 1.4.3 Contrast (Minimum) · **Third-party**

Where: Newsletter pop-up (third-party): "No thanks" button text (grey #9C9C9C on white)

Found on 1 sample: Home

WHAT HAPPENS

Measured 2.7:1 for 13px text. It is the text button that closes the pop-up.

WHAT SHOULD HAPPEN

At least 4.5:1.

WHO IS AFFECTED

Low-vision users may not find how to close the pop-up without signing up.

HOW TO FIX

In the pop-up editor, set the button text colour to #666666 or darker (5.7:1).

1.4.4 Resize Text Level AA[W3C explanation](#)**F59 Set option labels are cut off at 200% zoom****MEDIUM**

Criteria: 1.4.4 Resize Text

Where: Product pages: the set choice buttons (e.g. "Los | 1 stuk", "Duo | 2 stuks + 25,00 €", "Trio | 3 stuks + 45,00 €") · `.option-group--set label`

Found on 5 samples: Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Random 1 — Wokpan 30 cm (product) · Purchase 3/6 — Product: Koekenpan Classic 28 cm, add to cart

WHAT HAPPENS

At 200% the three buttons stay side by side with a fixed height. The second line with the price difference is cut off; "Duo | 2 stu..." is all that shows.

WHAT SHOULD HAPPEN

All text stays visible at 200%: buttons grow in height or wrap to the next line.

WHO IS AFFECTED

Low-vision users who zoom can't see the price difference between the sets before choosing.

HOW TO FIX

Remove the fixed height (height: 56px) and overflow: hidden; use min-height and let the options wrap (flex-wrap: wrap).

1.4.10 Reflow Level AA

[W3C explanation](#)

F60 The checkout button in the cart drawer can't be reached at 400% zoom

BLOCKER**Criteria:** 1.4.10 Reflow**Where:** Cart drawer: subtotal and "Afrekenen" button at the bottom of the drawer · `.cart-drawer__footer`**Found on 1 sample:** Purchase 4/6 — Cart drawer (item added)

WHAT HAPPENS

At 1280px and 400% zoom (320px layout) the drawer is as tall as the screen and its content area doesn't scroll. The product, the upsell carousel and the free-shipping message fill the screen; the subtotal and "Afrekenen" are below the visible area and can't be scrolled to. The drawer has no link to the cart page.

WHAT SHOULD HAPPEN

All drawer content can be reached by scrolling vertically; the checkout button is always reachable.

WHO IS AFFECTED

Low-vision users who zoom in can't check out from the cart drawer. The only way around is typing /cart in the address bar.

HOW TO FIX

Make the drawer body scrollable (`.cart-drawer__inner { display: flex; flex-direction: column; max-height: 100dvh; } .cart-drawer__body { overflow-y: auto; }`) and keep the footer in the flow at small heights. Add a "Bekijk winkelwagen" link to /cart.

F61 The newsletter pop-up fills the screen at 400% zoom with its close buttons out of view

MEDIUM**Criteria:** 1.4.10 Reflow · **Third-party****Where:** Newsletter pop-up (third-party) at 320px width**Found on 1 sample:** Home

WHAT HAPPENS

At 400% zoom the pop-up covers the full width and height. The × button is at the top right outside the visible area and "No thanks" is at the bottom; you have to scroll inside the pop-up in two directions to find either.

WHAT SHOULD HAPPEN

At 320px the pop-up fits the screen, or its close button stays visible.

WHO IS AFFECTED

Low-vision users can't see the page or find how to close the pop-up.

HOW TO FIX

In the e-mail marketing platform, set a small-screen layout for the pop-up (full-width bar with a visible close button), or don't show it at small viewport widths.

1.4.11 Non-text Contrast Level AA

[W3C explanation](#)

F43 Filter checkboxes have too little contrast against the background

MEDIUM

Criteria: 1.4.11 Non-text Contrast

Where: Collection and search pages: the checkboxes in the filter panel (border #D9DCD8 on white) · `.filter-group__checkbox`

Found on 3 samples: Category listing — Alle producten · Search results + no results · Purchase 2/6 — Category: Alle producten

WHAT HAPPENS

The checkbox border is the only thing that shows it's a checkbox. Measured 1.3:1 against the white panel.

WHAT SHOULD HAPPEN

At least 3:1 for the checkbox boundary.

WHO IS AFFECTED

Low-vision users may not see that the filter options can be ticked.

HOW TO FIX

Use a border of #878A86 or darker (3.4:1 on white).

F52 The focus indicator on footer links is almost invisible

MEDIUM

Criteria: 1.4.11 Non-text Contrast

Where: Footer, every page: links in the columns and the social icons · `.site-footer__link:focus-visible`

Found on 1 sample: Home

WHAT HAPPENS

Focus shows a 1px teal outline (#37877B) on the teal footer (#3E9C8F). Measured 1.2:1 against the background.

WHAT SHOULD HAPPEN

The focus indicator has at least 3:1 contrast against the colours next to it.

WHO IS AFFECTED

Keyboard users can't see which footer link has focus, including Help & FAQ and Verzending & retour.

HOW TO FIX

```
.site-footer :focus-visible { outline: 2px solid white; outline-offset: 2px; }
```

F44 The quantity arrows in the cart are hard to see

LOW

Criteria: 1.4.11 Non-text Contrast

Where: Cart drawer and cart page: the up/down arrows next to the quantity · `.quantity-picker__button svg`

Found on 3 samples: Cart page · Purchase 4/6 — Cart drawer (item added) · Purchase 5/6 — Cart page

WHAT HAPPENS

The arrow icons are light grey #B9BCBA on white. Measured 1.9:1.

WHAT SHOULD HAPPEN

At least 3:1 for icons that are the only visible part of a control.

WHO IS AFFECTED

Low-vision users may not find how to change the quantity.

HOW TO FIX

Use the text colour for the icons (#1C2B29) or at least #878A86.

1.4.12 Text Spacing Level AA[W3C explanation](#)**F62 Button labels and product titles are cut off with increased text spacing****LOW**

Criteria: 1.4.12 Text Spacing

Where: "Filters verbergen" and "Sorteren op" buttons, size option buttons, product card titles · `.filter-toggle` · `.option-group--size label` · `.product-tile__title`

Found on 3 samples: Home · Category listing — Alle producten · Product detail — Koekenpan Classic 28 cm

WHAT HAPPENS

With the text-spacing bookmarklet, "Filters verbergen" becomes "Filters verb...", the size buttons clip "Ø 28 cm", and product titles on cards are cut to one line ("Koekenpan Classic | Gi...").

WHAT SHOULD HAPPEN

Text stays complete when letter, word and line spacing are increased.

WHO IS AFFECTED

People with dyslexia or low vision who use their own text spacing lose button labels and product names.

HOW TO FIX

Remove fixed widths/heights and white-space: nowrap on these buttons; replace the one-line clamp on card titles with `-webkit-line-clamp: 3` or no clamp.

1.4.13 Content on Hover or Focus Level AA[W3C explanation](#)**F63 The Shop mega menu can't be closed with Esc and closes when moving the pointer to it****MEDIUM**

Criteria: 1.4.13 Content on Hover or Focus

Where: Header, every page: Shop and Over ons mega menus (open on hover and on focus) · `.site-nav__dropdown`

Found on 1 sample: Home

WHAT HAPPENS

Esc doesn't close the menu, with the mouse or with keyboard focus on it. Moving the pointer diagonally from "Shop" to the right-hand columns closes the menu, because the pointer leaves the trigger before reaching the panel.

WHAT SHOULD HAPPEN

The menu closes with Esc without moving the pointer or focus, and stays open while the pointer moves onto it.

WHO IS AFFECTED

Screen magnifier users, who move the pointer slowly and often cross outside the trigger, and keyboard users who want to dismiss the large panel that covers the page.

HOW TO FIX

Add a keydown listener for Escape that closes the open menu (and returns focus to its button); add a short close delay (300 ms) or a hover bridge so the menu survives diagonal movement.

F64 The swatch name tooltip disappears when the pointer moves onto it**LOW**

Criteria: 1.4.13 Content on Hover or Focus

Where: Product pages: tooltip with the finish or colour name above each swatch · `.swatch .swatch__tooltip`

Found on 5 samples: Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Product detail — Ovenwant linnen (textiles & accessories template) · Random 1 — Wokpan 30 cm (product)

WHAT HAPPENS

The tooltip appears on hover, but it has pointer-events: none: moving the pointer onto it (to magnify it) makes it disappear. It also can't be dismissed with Esc.

WHAT SHOULD HAPPEN

The tooltip stays while the pointer is on it and can be dismissed with Esc.

WHO IS AFFECTED

Screen magnifier users can't enlarge the finish or colour name.

HOW TO FIX

Remove pointer-events: none from the tooltip, keep it visible on :hover of the swatch and of the tooltip itself, and close it on Esc.

2.1.1 Keyboard Level A[W3C explanation](#)**F49 The before/after slider can't be used with the keyboard****MEDIUM**

Criteria: 2.1.1 Keyboard

Where: Gebruik & onderhoud: the handle of the image comparison slider · `.before-after__handle`

Found on 1 sample: Gebruik & onderhoud (before/after slider)

WHAT HAPPENS

Tab skips the slider: the handle has `tabindex="-1"`. There is no other control to move the divider, so the cleaned pan can only be revealed with a mouse or finger.

WHAT SHOULD HAPPEN

The handle can be focused and moved with the arrow keys (Home/End for fully open or closed).

WHO IS AFFECTED

Keyboard and screen reader users can't see the comparison.

HOW TO FIX

Make the handle a slider: `<button role="slider" aria-label="Vergelijking: voor en na het schoonmaken" aria-valuemin="0" aria-valuemax="100" aria-valuenow="50" tabindex="0">` and move it with `←/→` in 5% steps. Or use a native `<input type="range">` over the images.

F50 The zoomed product image can't be opened with the keyboard

LOW

Criteria: 2.1.1 Keyboard**Where:** Product image gallery: the "Media 1 openen in venster" buttons on each large image · `button[aria-label~="Media"]`**Found on 10 samples:** Landing page — Zuinig koken · Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Glazen deksel 28 cm (accessory template) · Product detail — Digitale cadeaubon (gift card) · Product detail — Magnetische messenstrip (with video) · Product detail — Ovenwant linnen (textiles & accessories template) · Random 1 — Wokpan 30 cm (product) · Random 4 — Grillpan 26 cm (product) · Purchase 3/6 — Product: Koekenpan Classic 28 cm, add to cart**WHAT HAPPENS**

The buttons that open the zoom view have `tabindex="-1"`. Enter on a thumbnail changes the main image but doesn't open the zoom. With the mouse, clicking the image opens it.

WHAT SHOULD HAPPEN

The zoom view can be opened from the keyboard, e.g. by a focusable "Afbeelding vergroten" button.

WHO IS AFFECTED

Keyboard users with low vision can't see product details at full size.

HOW TO FIX

Remove `tabindex="-1"` from one zoom button per slide and give it a Dutch name: `aria-label="Afbeelding 2 van 7 vergroten"`.

2.2.2 Pause, Stop, Hide Level A[W3C explanation](#)**F46 The announcement bar changes automatically and can't be paused**

HIGH

Criteria: 2.2.2 Pause, Stop, Hide**Where:** Announcement bar at the top of every page ("Bezorging binnen 1-3 werkdagen", "Gratis verzending vanaf 50 €", "60 dagen retour") · `.promo-bar`**Found on 1 sample:** Home**WHAT HAPPENS**

The message changes every 5 seconds, indefinitely. There are previous/next arrows, but no pause button, and it doesn't stop on hover or keyboard focus.

WHAT SHOULD HAPPEN

A way to pause or stop the rotation, or it stops after at most 5 seconds.

WHO IS AFFECTED

People with attention difficulties are distracted on every page; slow readers and screen magnifier users can't finish reading a message.

HOW TO FIX

Add a pause button (with name "Aankondigingen pauzeren"), stop the rotation on hover and focus, and don't auto-rotate when `prefers-reduced-motion` is set.

F47 The USP bar scrolls continuously and can't be stopped**MEDIUM****Criteria:** 2.2.2 Pause, Stop, Hide**Where:** Scrolling USP bar under the hero ("Voor elke kookplaat", "Vaattwasserbestendig", "Ovenbestendig tot 260 °C"), on 17 pages · `.marquee`**Found on 5 samples:** Home · Category listing — Alle producten · Landing page — Zuinig koken · Landing page — Onze materialen · Collection landing — Gietijzer**WHAT HAPPENS**

The text scrolls from right to left without end.
There is no pause control and it doesn't stop on hover.

WHAT SHOULD HAPPEN

A pause control, or the bar stops after 5 seconds, or it is shown as static text.

WHO IS AFFECTED

People with attention difficulties or vestibular disorders; readers who need more time can't read the moving text.

HOW TO FIX

Show the three USPs as static text, or add a pause button and respect prefers-reduced-motion (`@media (prefers-reduced-motion: reduce) { .marquee__track { animation: none; } }`).

F48 The rotating "Kooktip" badge can't be stopped**LOW****Criteria:** 2.2.2 Pause, Stop, Hide**Where:** Zuinig koken: the circular text badge "KOOKTIP" above the product block · `.spinning-badge`**Found on 1 sample:** Landing page — Zuinig koken**WHAT HAPPENS**

The circular text rotates continuously. It can't be paused and ignores the reduced-motion setting.

WHAT SHOULD HAPPEN

The rotation stops after 5 seconds or can be paused; no rotation with prefers-reduced-motion.

WHO IS AFFECTED

People with attention difficulties or vestibular disorders.

HOW TO FIX

`@media (prefers-reduced-motion: reduce) { .spinning-badge { animation: none; } }` and limit the animation to a few rotations.

2.4.3 Focus Order Level A[W3C explanation](#)**F54 Tab stops on invisible close buttons of hidden quick-shop dialogs****HIGH****Criteria:** 2.4.3 Focus Order · 2.4.7 Focus Visible**Where:** Collection, search and landing pages with product cards: the quick-shop dialog behind each "Kies opties" button · `.quick-add` `.quick-add__close`**Found on 5 samples:** Category listing — Alle producten · Search results + no results · Collection landing — Gietijzer · Category listing — Onderdelen (sub-category tiles, English) · Purchase 2/6 — Category: Alle producten

WHAT HAPPENS

Each product card has a hidden quick-shop dialog whose "Sluiten" button stays in the tab order. On Alle producten, Tab stops about 36 times on invisible buttons between the product cards; nothing on screen shows where focus is.

WHO IS AFFECTED

Keyboard users need many extra presses with no visible focus to get through a product list; screen reader users hear an extra close button after every product.

WHAT SHOULD HAPPEN

Closed dialogs are not in the tab order.

HOW TO FIX

Hide closed dialogs with `display: none` or the `inert` attribute (`.quick-add:not([open]) { display: none; }`), or use `<dialog>` and only call `showModal()` when opening.

F79 The mobile menu can't be closed with a screen reader**HIGH**

Criteria: 4.1.2 Name, Role, Value · 2.4.3 Focus Order

Where: Mobile menu (bottom sheet opened with the "Menu" button), every page at phone width · `.mobile-nav`

Found on 2 samples: Home · Purchase 1/6 — Home (start)

Setups: iOS · Safari · screen reader, Android · Chrome · screen reader

WHAT HAPPENS

With VoiceOver, swiping through the open menu reaches all links but never a close button: the only close control is a drag handle and a tap outside the sheet. The "Sluiten" button in the code is off-screen and skipped. The two-finger scrub gesture does nothing. TalkBack behaves the same; its back gesture closes the whole page instead.

WHO IS AFFECTED

Screen reader users on phones are stuck in the menu unless they pick a link; they can't return to the page they were on.

WHAT SHOULD HAPPEN

A visible, named close button inside the menu, reachable by swiping, and Esc/scrub closes the menu.

HOW TO FIX

Show the existing "Sluiten" button at the top of the sheet (remove the off-screen positioning), give it focus when the menu opens, and close on Escape. Keep the drag handle as an extra.

F53 Closing the cart drawer sends focus to the top of the page**MEDIUM**

Criteria: 2.4.3 Focus Order

Where: Cart drawer: the close button ("Sluiten") and Esc · `.cart-drawer__close`

Found on 2 samples: Product detail — Koekenpan Classic 28 cm · Purchase 4/6 — Cart drawer (item added)

WHAT HAPPENS

Opening the drawer moves focus into it (correct). Closing it with Esc or "Sluiten" puts focus on the top of the document; the next Tab starts at the announcement bar instead of the "Toevoegen aan winkelwagen" button or cart icon.

WHO IS AFFECTED

Keyboard and screen reader users have to tab back through the header and page after every look in the cart.

WHAT SHOULD HAPPEN

Focus returns to the control that opened the drawer.

HOW TO FIX

Store `document.activeElement` when the drawer opens and call `.focus()` on it when it closes.

F55 Focus stays behind the newsletter pop-up**MEDIUM**

Criteria: 2.4.3 Focus Order · **Third-party**

Where: Newsletter pop-up (third-party), every page for new visitors · `div[role="dialog"].newsletter-popup`

Found on 1 sample: Home

WHAT HAPPENS

When the pop-up appears, focus stays in the page. Tab moves through the whole page behind it; the pop-up's field and buttons come last, after the footer.

WHO IS AFFECTED

Keyboard users can't reach the close button without tabbing through the whole page, while the pop-up covers part of it.

WHAT SHOULD HAPPEN

For a non-modal flyout: it can be reached directly (e.g. placed right after the skip link) and closed with Esc. If it is presented as a dialog, focus moves into it when it opens.

HOW TO FIX

In the e-mail marketing platform, use the pop-up's accessible settings (move focus into the form on open, close on Esc), or show it only after an explicit action.

F78 VoiceOver can leave the open cart drawer and read the page behind it**MEDIUM**

Criteria: 2.4.3 Focus Order · 4.1.2 Name, Role, Value

Where: Cart drawer (after "Toevoegen aan winkelwagen" or the cart icon) · `.cart-drawer`

Found on 1 sample: Purchase 4/6 — Cart drawer (item added)

Setups: macOS · Safari · screen reader

WHAT HAPPENS

In Safari with VoiceOver, VO + → past the last item of the open drawer continues into the product page behind it ("Koekenpan Classic 28 cm, heading level 1"...). Tab stays inside the drawer. With NVDA in Chrome, browse mode stays inside.

WHAT SHOULD HAPPEN

While the drawer is open, the page behind it is not reachable for any screen reader.

WHO IS AFFECTED

VoiceOver users on Mac lose their place and may think the drawer has closed.

HOW TO FIX

Set the inert attribute on the page content (<main>, header, footer) while the drawer is open, instead of relying on aria-modal alone; remove it on close.

2.4.6 Headings and Labels Level AA

[W3C explanation](#)

F31 Every card in the community feed has the same button text "Shop"

LOW

Criteria: 2.4.6 Headings and Labels

Where: "Zo koken onze klanten" (shop the feed): the button on each photo card · `.feed-card__button`

Found on 4 samples: Home · Category listing — Alle producten · Product detail — Koekenpan Classic 28 cm · Collection landing — Gietijzer

WHAT HAPPENS

Each of the eight cards has a button labelled only "Shop". The label doesn't say which photo or product it opens.

WHAT SHOULD HAPPEN

Each button's label identifies what it opens, e.g. "Shop de look: braadpan in olijfgroen".

WHO IS AFFECTED

Screen reader users who list the buttons on the page hear "Shop" eight times and can't tell them apart.

HOW TO FIX

Add the product name to the label, visually hidden if needed, e.g. "Shop de look: braadpan in olijfgroen".

2.4.7 Focus Visible Level AA

[W3C explanation](#)

F51 Keyboard focus is invisible on header icons, product cards and swatches

HIGH

Criteria: 2.4.7 Focus Visible

Where: Header (search, account, cart icons), product card title links and "Kies opties" buttons, colour and finish swatches, every page with these components · `.site-header__icon:focus` · `.product-tile a:focus` · `.swatch:focus`

Found on 7 samples: Home · Category listing — Alle producten · Product detail — Koekenpan Classic 28 cm · Search results + no results · Purchase 1/6 — Home (start) · Purchase 2/6 — Category: Alle producten · Purchase 3/6 — Product: Koekenpan Classic 28 cm, add to cart

WHAT HAPPENS

These elements have outline: none and no other focus style. When Tab reaches them, nothing on screen changes. Accessibility Insights shows the tab stops; on screen they are invisible.

WHAT SHOULD HAPPEN

Every focusable element shows a clearly visible focus indicator.

WHO IS AFFECTED

Keyboard users lose track of where they are while choosing a product, colour or opening the cart, on every page.

HOW TO FIX

Remove outline: none and add a theme-wide style: `:focus-visible { outline: 2px solid #0F3D37; outline-offset: 2px; }` (use white on dark or teal backgrounds).

2.4.11 Focus Not Obscured (Minimum) Level AA · new in 2.2[W3C explanation](#)**F56 The newsletter pop-up hides focused elements****MEDIUM**

Criteria: 2.4.11 Focus Not Obscured (Minimum) · **Third-party**

Where: Newsletter pop-up (third-party) in the bottom-right corner, on product and collection pages

Found on 2 samples: Category listing — Alle producten · Product detail — Koekenpan Classic 28 cm

WHAT HAPPENS

At 1280px wide, the pop-up (about 690 × 360px) covers the lower right of the screen. When Tab reaches product cards, the set options or "Toevoegen aan winkelwagen" in that area, they are completely hidden behind it.

WHAT SHOULD HAPPEN

A focused element is never completely hidden by content the site shows on top.

WHO IS AFFECTED

Keyboard users can't see what has focus until they find and close the pop-up.

HOW TO FIX

Make the pop-up smaller or dismiss it on the first Tab/Esc; add scroll-padding-bottom so focused elements scroll above it.

F57 The sticky "Specificaties · Reviews · FAQ" bar hides focused FAQ questions**LOW**

Criteria: 2.4.11 Focus Not Obscured (Minimum)

Where: Product pages and Gietijzer landing: sticky section bar in the bottom-right corner ("Specificaties", "Reviews", "FAQ", back to top) · `.section-nav--sticky`

Found on 5 samples: Product detail — Koekenpan Classic 28 cm · Collection landing — Gietijzer · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Random 1 — Wokpan 30 cm (product)

WHAT HAPPENS

Tabbing down through the FAQ accordion, the last one or two questions sit exactly behind the sticky bar when they receive focus and are completely hidden.

WHAT SHOULD HAPPEN

Focused elements scroll far enough to stay at least partly visible.

WHO IS AFFECTED

Keyboard users don't see which question they're on.

HOW TO FIX

Add scroll-padding-bottom equal to the bar's height to the html element, or place the bar so it doesn't overlap the content column.

2.5.1 Pointer Gestures Level A[W3C explanation](#)**F65 Carousels can only be swiped at mobile width****MEDIUM****Criteria:** 2.5.1 Pointer Gestures**Where:** "Shop per categorie", "Waarom Lepelvink?" and "Onze bestsellers" carousels at widths below 768px ·`.carousel__nav`**Found on 4 samples:** Home · Category listing — Alle producten · Collection landing — Gietijzer · Random 4 — Grillpan 26 cm (product)**WHAT HAPPENS**

Below 768px the previous/next buttons are hidden (display: none). The only way to see the other slides is a swipe gesture on the carousel.

WHAT SHOULD HAPPEN

A single-tap alternative (arrows or dots) is available at every width.

WHO IS AFFECTED

People who can't swipe precisely (tremor, head pointer, switch access) can't see most categories and USPs on a phone.

HOW TO FIX

Keep the arrow buttons visible at all widths (remove the media query that hides them), with at least 24 × 24 px targets.

2.5.3 Label in Name Level A[W3C explanation](#)**F37 The sort button's name doesn't contain its visible text****MEDIUM****Criteria:** 2.5.3 Label in Name · 3.1.2 Language of Parts**Where:** Collection and search pages: the sort control top right ("Sorteren op: Uitgelicht") · `.sort-control button`**Found on 3 samples:** Category listing — Alle producten · Search results + no results · Purchase 2/6 — Category: Alle producten**WHAT HAPPENS**

The button shows "Sorteren op: Uitgelicht", but its accessible name is "Sort by" (aria-label).

WHAT SHOULD HAPPEN

The name contains the visible text, e.g. "Sorteren op: Uitgelicht".

WHO IS AFFECTED

Speech control users who say "klik Sorteren" get no result; screen reader users hear an English label that doesn't match the screen.

HOW TO FIX

Remove the aria-label so the visible text becomes the name, or set aria-label="Sorteren op: Uitgelicht" and update it when the sort order changes.

2.5.7 Dragging Movements Level AA · new in 2.2

[W3C explanation](#)

F66 The before/after slider only works by dragging

MEDIUM

Criteria: 2.5.7 Dragging Movements

Where: Gebruik & onderhoud: image comparison slider · `.before-after__handle`

Found on 1 sample: Gebruik & onderhoud (before/after slider)

WHAT HAPPENS

The divider moves only by dragging the handle. Clicking or tapping elsewhere on the image does nothing and there are no buttons.

WHAT SHOULD HAPPEN

The divider can also be moved with single clicks, e.g. clicking on the image moves the handle there.

WHO IS AFFECTED

People who can't hold and drag (tremor, limited dexterity, some pointer devices).

HOW TO FIX

Move the handle to the click position on pointerdown/click on the image, or add "Toon voor" / "Toon na" buttons.

2.5.8 Target Size (Minimum) Level AA · new in 2.2

[W3C explanation](#)

F67 Colour swatches on product cards are too small and too close together

MEDIUM

Criteria: 2.5.8 Target Size (Minimum)

Where: Product cards on collection, search and landing pages: the colour dots under the product name · `.product-title .swatch`

Found on 5 samples: Home · Category listing — Alle producten · Landing page — Zuinig koken · Search results + no results · Collection landing — Gietijzer

WHAT HAPPENS

Each swatch link is 14 × 14 px with 6 px between them. A 24 px circle centred on each swatch overlaps the next swatch. Same on desktop and at 375px.

WHAT SHOULD HAPPEN

Each target is at least 24 × 24 px, or spaced so that 24 px circles don't overlap.

WHO IS AFFECTED

People with tremor or limited dexterity and touch users often open the wrong colour.

HOW TO FIX

Keep the 14 px dot but give the link 24 × 24 px with padding (`.swatch { padding: 5px; }`), or increase the gap to 10 px.

F68 The quantity arrows in the cart are too small**LOW**

Criteria: 2.5.8 Target Size (Minimum)

Where: Cart drawer and cart page: up/down quantity buttons · `.quantity-picker__button`

Found on 3 samples: Cart page · Purchase 4/6 — Cart drawer (item added) · Purchase 5/6 — Cart page

WHAT HAPPENS

Each arrow button is 14 × 10 px and they touch each other vertically.

WHAT SHOULD HAPPEN

At least 24 × 24 px per button, or enough spacing.

WHO IS AFFECTED

People with tremor and touch users change the quantity the wrong way or miss the button.

HOW TO FIX

Use – and + buttons of at least 24 × 24 px on either side of the number, like the theme's product page quantity selector.

3.1.1 Language of Page Level A[W3C explanation](#)**F1 The contact form is marked as English while all its content is Dutch****HIGH**

Criteria: 3.1.1 Language of Page · **Third-party**

Where: The whole contact form on [forms.example/contact](#) (Footer → Help & FAQ → Contactformulier) ·

`html[lang="en"]`

Found on 1 sample: Contact form (form builder)

WHAT HAPPENS

The page declares its language as English (`lang="en"`), but every question, answer option and button is Dutch: "Waar gaat je vraag over?", "Kies een onderwerp", "Mijn bestelling is nog niet aangekomen", "Volgende".

WHAT SHOULD HAPPEN

The page declares Dutch (`lang="nl"`), the language of its content.

WHO IS AFFECTED

Screen reader users hear the Dutch questions read with English pronunciation, which is hard to follow, on the main route for delivery and order problems. Braille displays and translation tools also get the wrong language.

HOW TO FIX

In the form builder, set the form's language to Dutch (form settings → Language), so the form outputs `lang="nl"`. If Lepelvink runs the form in several languages, set the language per language version.

3.1.2 Language of Parts Level AA

[W3C explanation](#)

F2 English content pages have no English language marking

MEDIUM

Criteria: 3.1.2 Language of Parts

Where: The main text of content pages written in English: Barbecue, Which pan for which hob, How to mount your knife strip. About half of the /nl/pages/ are mainly English. · `main` · `.page-content`

Found on 3 samples: Plain content page — Which pan for which hob (English) · Random 2 — How to mount your knife strip (content page) · Random 3 — Barbecue (content page)

WHAT HAPPENS

The page is marked Dutch (`lang="nl"`) and the header and footer are Dutch, but the main text is entirely English (e.g. "Summer is here, and the grill is calling. Here is how to get the most out of it..." on Barbecue; the hob table and text on Which pan for which hob). The English text has no `lang="en"`.

WHAT SHOULD HAPPEN

Content on the Dutch site is in Dutch, or English content is marked with `lang="en"` so it is read as English.

WHO IS AFFECTED

Screen reader users hear English text read with Dutch pronunciation, which is hard to understand. Also a general usability problem for Dutch-speaking visitors.

HOW TO FIX

Preferred: translate these pages into Dutch. Otherwise wrap the English content in an element with `lang="en"`, e.g. `<div class="page-content" lang="en">...</div>` (in Shopify: a page metafield "content language" that the page template writes into the `lang` attribute). Review all /nl/pages/ for English content.

F3 The cookie policy text on the Dutch cookie page is in English

MEDIUM

Criteria: 3.1.2 Language of Parts

Where: Cookiebeleid page: the "Cookie Policy" text section (about 350 words, from "Cookies are small files that a website stores on your device..." to "Which cookies do we use?")

Found on 1 sample: Cookiebeleid

WHAT HAPPENS

The section is English on a page marked Dutch, without `lang="en"`. The cookie declaration table below it is Dutch.

WHAT SHOULD HAPPEN

The cookie policy is in Dutch, or the English section is marked `lang="en"`.

WHO IS AFFECTED

Screen reader users hear the policy read with Dutch pronunciation. Everyone who reads Dutch only cannot read the policy that explains what the site does with their data.

HOW TO FIX

Translate the Cookie Policy section into Dutch (the other language versions of the shop already have their own copy of this page), or add `lang="en"` to its container.

F7 English headings and short texts in page sections**MEDIUM****Criteria:** 3.1.2 Language of Parts

Where: Section headings and short texts set in the theme editor: "Cook with confidence" (Home); "Made to last" (timeline section: Home, product pages, Alle producten, Gietijzer landing); "Materials that work as hard as you do" (Onze materialen); "Less energy, same flavour" (Zuinig koken, Gebruik & onderhoud); "Complete your kitchen" (textiles & accessories product template); "Free returns within 60 days" (USP line on product pages and Gietijzer landing); "Find a stockist" (store locator h1); "Lost in the pantry" (404 heading); "Behind the scenes" (blog tag); "Download guide ..." (8 link texts, Onderhoudsgidsen) · `.timeline__heading` · `.usp-line__text`

Found on 15 samples: Home · Category listing — Alle producten · Landing page — Zuinig koken · Landing page — Onze materialen · Blog overview — Kookjournaal · Store locator — Verkooppunten · Onderhoudsgidsen (care guides) · Product detail — Koekenpan Classic 28 cm · Collection landing — Gietijzer · Product detail — Magnetische messenstrip (with video) · Gebruik & onderhoud (before/after slider) · 404 page · Product detail — Ovenwant linnen (textiles & accessories template) · Random 1 — Wokpan 30 cm (product) · Random 4 — Grillpan 26 cm (product)

WHAT HAPPENS

These texts are English on pages marked Dutch, and none has `lang="en"`. Single loanwords (Shop, Support, Reviews, SALE, Pre-order) are not counted.

WHAT SHOULD HAPPEN

Section texts on the Dutch site are Dutch, or marked `lang="en"` where English is intended (e.g. a slogan).

WHO IS AFFECTED

Screen reader users hear these English headings and links with Dutch pronunciation; headings are what they use to scan a page.

HOW TO FIX

Translate the section settings for the Dutch locale in the theme editor. Where English is kept on purpose, wrap it in a span with `lang="en"`.

F8 The button on sold-out variants is in English**MEDIUM****Criteria:** 3.1.2 Language of Parts

Where: The button that replaces "Toevoegen aan winkelwagen" when the chosen variant is sold out (product pages)

Found on 1 sample: Product detail — Braadpan Classic (sold-out variant)

WHAT HAPPENS

The button reads "Email me when it's back" on a Dutch page, without `lang="en"`.

WHAT SHOULD HAPPEN

A Dutch button text, e.g. "Mail me als hij weer op voorraad is".

WHO IS AFFECTED

Screen reader users hear the only action on a sold-out variant with Dutch pronunciation; Dutch-only readers may not understand it.

HOW TO FIX

Translate the back-in-stock button text in the stock-notification app or theme language file for the Dutch locale.

F11 The newsletter pop-up is entirely in English**MEDIUM****Criteria:** 3.1.2 Language of Parts · **Third-party****Where:** Newsletter pop-up that appears on any page for new visitors (third-party)**Found on 1 sample:** Home**WHAT HAPPENS**

All text is English ("Join the Lepelvink kitchen club", "Recipes, tips and early access to new products", "Sign up and get 10% off your first order", "Your email address", "Subscribe", "No thanks") on Dutch pages, without lang="en".

WHAT SHOULD HAPPEN

The pop-up is in Dutch on the Dutch site, or marked lang="en".

WHO IS AFFECTED

Screen reader users hear the pop-up with Dutch pronunciation; Dutch-only readers may not understand the offer or how to close it.

HOW TO FIX

Create a Dutch version of the pop-up in the e-mail marketing platform and target it at the Dutch storefront (by address /nl or by locale).

F12 The store locator shows German text on the Dutch page**MEDIUM****Criteria:** 3.1.2 Language of Parts · **Third-party****Where:** Store locator widget (third-party) on Verkooppunten: search field and filter**Found on 1 sample:** Store locator — Verkooppunten**WHAT HAPPENS**

The search field placeholder is German ("Händler in Ihrer Nähe suchen"), the filter says "Ergebnisse filtern", and stockist entries are read with English labels ("Store:", "address:"). The widget is loaded with the settings of Lepelvink's German store.

WHAT SHOULD HAPPEN

The widget shows Dutch text on the Dutch page, or each part is marked with its language.

WHO IS AFFECTED

Screen reader users hear German and English with Dutch pronunciation; Dutch-only visitors may not understand how to search for a stockist.

HOW TO FIX

Embed the store locator configured for the Dutch storefront with Dutch texts, instead of the German store's widget.

F4 The review banner shows English text and reviews on Dutch pages**LOW****Criteria:** 3.1.2 Language of Parts**Where:** Review banner block lower on the page ("Loved by 200,000+ home cooks", "4.6/5 | 3,200+ reviews", "Read what our customers say", four review cards, button "Next review")**Found on 2 samples:** Product detail — Glazen deksel 28 cm (accessory template) · Category listing — Onderdelen (sub-category tiles, English)

WHAT HAPPENS

All text in the banner is English, including the four reviews ("Great pan, heats evenly and cleans in seconds..."), without `lang="en"`. Home shows the same reviews in Dutch in a different block.

WHO IS AFFECTED

Screen reader users hear the English text with Dutch pronunciation.

WHAT SHOULD HAPPEN

The banner is in Dutch, like the review block on Home, or the English text is marked `lang="en"`.

HOW TO FIX

Use the Dutch texts in this block (they exist on Home), or add `lang="en"` to the banner container.

F5 Phone-cost notes on the help page are in English and German

LOW

Criteria: 3.1.2 Language of Parts

Where: Help & FAQ page: the small notes under the contact blocks per country

Found on 1 sample: Help & FAQ

WHAT HAPPENS

Two notes are English ("*Calls are charged at your provider's standard rate...") and one, under "Duitsland", is German ("*Anrufe kosten den üblichen Tarif Ihres Anbieters..."). None has its own `lang`.

WHO IS AFFECTED

Screen reader users hear English and German read with Dutch pronunciation.

WHAT SHOULD HAPPEN

The notes are in Dutch, or each is marked with its language (`lang="en"`, `lang="de"`).

HOW TO FIX

Translate the notes into Dutch, or add `lang="en"` / `lang="de"` to each note.

F6 The site name in the logo link and page titles is in English

LOW

Criteria: 3.1.2 Language of Parts

Where: Header logo link (every page) and the end of every page title

Found on 1 sample: Home

WHAT HAPPENS

The logo link's text for screen readers is "Lepelvink | Cookware & Kitchen Essentials", and every page title ends in "– Lepelvink | Cookware & Kitchen Essentials". The English phrase has no `lang="en"`.

WHO IS AFFECTED

Screen reader users hear an English phrase with Dutch pronunciation on every page, on the logo link and when a page opens.

WHAT SHOULD HAPPEN

The phrase is Dutch (e.g. "Lepelvink | Pannen & keukengerei"), or the English part is marked `lang="en"` (possible in the logo link, not in the page title).

HOW TO FIX

Translate the store name / SEO title suffix for the Dutch locale in the shop's language settings.

F9 The review widget's rating texts are in English**LOW**

Criteria: 3.1.2 Language of Parts

Where: Rating line under the product title ("4.6/5 | 3,200+ reviews") and the star ratings on review cards (screen reader label "4.6 out of 5 stars", "5 out of 5 stars") · `.review-summary` · `.star-rating`

Found on 6 samples: Category listing — Alle producten · Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Digitale cadeaubon (gift card) · Product detail — Magnetische messenstrip (with video) · Product detail — Ovenwant linnen (textiles & accessories template)

WHAT HAPPENS

The rating line and the star labels are English on Dutch pages, without `lang="en"`.

WHAT SHOULD HAPPEN

Dutch texts, e.g. "4,6/5 | 3.200+ beoordelingen" and "4,6 van 5 sterren".

WHO IS AFFECTED

Screen reader users hear the rating with Dutch pronunciation of English words.

HOW TO FIX

Translate these widget strings for the Dutch locale.

F10 Blog image descriptions are in English**LOW**

Criteria: 3.1.2 Language of Parts

Where: Article images on blog cards (Home, Blog overview) and at the top of blog articles

Found on 4 samples: Home · Blog overview — Kookjournaal · Blog article — Cadeaugids (shop the look) · Blog article — standard

WHAT HAPPENS

The alt texts are the English article titles ("How to season a cast-iron pan", "Five knife skills every cook needs", "Gifts for people who love to cook", ...) while the visible titles are Dutch. No `lang="en"`.

WHAT SHOULD HAPPEN

Dutch alt texts, matching the Dutch article titles (or `alt=""` where the image only repeats the visible title).

WHO IS AFFECTED

Screen reader users hear an English title with Dutch pronunciation next to the Dutch one.

HOW TO FIX

Set the Dutch alt text on the article images (translate the image alt for the Dutch locale), or `alt=""` if the card title already says it. Alt quality itself is covered under 1.1.1.

3.2.2 On Input Level A

[W3C explanation](#)

F58 Ticking a filter reloads the results and moves focus to the top of the list

LOW

Criteria: 3.2.2 On Input

Where: Collection and search pages: filter checkboxes (Producttype, Materiaal, Kleur) · `.filter-group__checkbox` input

Found on 3 samples: Category listing — Alle producten · Search results + no results · Purchase 2/6 — Category: Alle producten

WHAT HAPPENS

Pressing Space on a filter checkbox immediately reloads the product list and focus jumps to the top of the results grid. There is no "Toepassen" button and no text saying that filters apply instantly. Moving focus is a change of context under WCAG, and here it happens on a change of setting without warning.

WHAT SHOULD HAPPEN

Changing a checkbox doesn't move focus without warning; either focus stays on the checkbox, or filters apply with a button, or the page says beforehand that results update immediately.

WHO IS AFFECTED

Keyboard and screen reader users who want to tick several filters have to return to the filter panel after each one.

HOW TO FIX

Keep focus on the checkbox after the results update (restore focus by id after the update) and announce the new count (see F75). Alternatively, apply filters with a "Toepassen" button, or say above the filters that results update immediately.

3.3.1 Error Identification Level A

[W3C explanation](#)

F77 Error messages in the contact form are not announced

LOW

Criteria: 3.3.1 Error Identification · **Third-party**

Where: Contact form (form builder): the error shown when "Volgende" is pressed without choosing an answer

Found on 1 sample: Contact form (form builder)

Setups: Windows · Chrome · screen reader

WHAT HAPPENS

The text "Dit veld is verplicht" appears under the question. NVDA doesn't read it and focus stays on the "Volgende" button; the error is only found by reading back up.

WHAT SHOULD HAPPEN

The error is announced when it appears, or focus moves to the question with the error read along.

WHO IS AFFECTED

Screen reader users press "Volgende" repeatedly without knowing why nothing happens.

HOW TO FIX

Report to the form builder's vendor; the error container needs role="alert" and aria-describedby on the answer group.

3.3.2 Labels or Instructions Level A[W3C explanation](#)**F34 The footer newsletter field has only a placeholder as label****MEDIUM**

Criteria: 3.3.2 Labels or Instructions

Where: Footer, every page: "Schrijf je in voor onze nieuwsbrief" e-mail field · `.site-footer input[type="email"]`

Found on 2 samples: Home · Newsletter 1/2 — Footer sign-up form

WHAT HAPPENS

The field shows the placeholder "Je e-mailadres". It disappears as soon as you type. There is no visible label; the heading above it is not connected to the field.

WHAT SHOULD HAPPEN

A visible label that stays while typing, e.g. "E-mailadres" above the field.

WHO IS AFFECTED

People with memory or attention difficulties lose the instruction while typing; screen magnifier users may not see the heading above the field.

HOW TO FIX

Add `<label for="newsletter-footer-email">E-mailadres</label>` above the field; keep the placeholder as an example only.

F35 The newsletter pop-up field has only a placeholder as label**MEDIUM**

Criteria: 3.3.2 Labels or Instructions · **Third-party**

Where: Newsletter pop-up (third-party), every page for new visitors: the e-mail field

Found on 1 sample: Home

WHAT HAPPENS

The only instruction is the placeholder "Your email address" inside the field. It disappears when you type.

WHAT SHOULD HAPPEN

A visible label above or next to the field that stays visible.

WHO IS AFFECTED

People with memory or attention difficulties lose the instruction while typing.

HOW TO FIX

In the pop-up editor of the e-mail marketing platform, turn on the field label and set it to "E-mailadres".

4.1.2 Name, Role, Value Level A

[W3C explanation](#)

F71 The Shop and Over ons menu buttons don't say whether they are open

MEDIUM

Criteria: 4.1.2 Name, Role, Value

Where: Header, every page: "Shop" and "Over ons" buttons that open the mega menus · `.site-nav__item` button

Found on 2 samples: Home · Purchase 1/6 — Home (start)

Setups: Windows · Chrome · screen reader, macOS · Safari · screen reader

WHAT HAPPENS

NVDA says "Shop, button". After Enter the menu opens but nothing is announced; there is no aria-expanded, so the state is never spoken.

WHAT SHOULD HAPPEN

"Shop, button, collapsed" and after Enter "expanded".

WHO IS AFFECTED

Screen reader users don't know that the button opened a menu or where the menu is.

HOW TO FIX

Add `aria-expanded="false"` and `aria-controls="mega-menu-shop"` to the button and toggle `aria-expanded` when the menu opens and closes.

F72 The sort menu is not announced as a list of options

MEDIUM

Criteria: 4.1.2 Name, Role, Value

Where: Collection and search pages: the custom sort dropdown ("Uitgelicht", "Prijs: laag naar hoog", ...) · `.sort-control`

Found on 3 samples: Category listing — Alle producten · Search results + no results · Purchase 2/6 — Category: Alle producten

Setups: Windows · Chrome · screen reader, macOS · Safari · screen reader, iOS · Safari · screen reader, Android · Chrome · screen reader

WHAT HAPPENS

The button is announced as "Sort by, button". The options that open are plain links in a div: NVDA says "link, Uitgelicht", "link, Prijs, laag naar hoog" and doesn't say which one is selected. Arrow keys don't move between options.

WHAT SHOULD HAPPEN

A listbox or native select: "Sorteren op, combo box, Uitgelicht", options with "selected" state, arrow keys to move.

WHO IS AFFECTED

Screen reader users can't tell what the current sort order is or that the links change the order of the list.

HOW TO FIX

Use a native `<select>` with `<label>Sorteren op</label>`, or `role="listbox"` with `role="option"` and `aria-selected` on the options.

F74 The support chat's send button has no name**MEDIUM****Criteria:** 4.1.2 Name, Role, Value · **Third-party****Where:** Help & FAQ: support chat box at the bottom (third-party, iframe "Support chat"): the round arrow button next to "Stel je vraag..."**Found on 1 sample:** Help & FAQ**Setups:** Windows · Chrome · screen reader**WHAT HAPPENS**

NVDA says only "button". The button contains an arrow SVG without a title or label. The text field before it is labelled correctly.

WHAT SHOULD HAPPEN

"Verstuur, button" (or "Bericht versturen").

WHO IS AFFECTED

Screen reader users don't know how to send their question to customer service.

HOW TO FIX

Ask the chat vendor to add `aria-label="Bericht versturen"` to the send button (or set it in the widget's text settings if available).

F18 The video pause control is named "Video afspelen" while the video plays**LOW****Criteria:** 4.1.2 Name, Role, Value**Where:** Video blocks: the play/pause control on the video · `span.video-player__toggle[role=button]`**Found on 7 samples:** Landing page — Onze materialen · Product detail — Koekenpan Classic 28 cm · Collection landing — Gietijzer · Product detail — Braadpan Classic (sold-out variant) · Product detail — Magnetische messenstrip (with video) · Gebruik & onderhoud (before/after slider) · Random 1 — Wokpan 30 cm (product)**WHAT HAPPENS**

While the video plays, the control shows a pause icon, but it is named "Video afspelen" (play video). The name stays "Video afspelen" after pausing and after playing again; no state is exposed. The control is a span with `role=button` inside the "Video afspelen" button (a control inside a control), named via `aria-labelledby` from that button. The hidden poster image stays exposed with alt "Video laden: " (the video title is missing). The video's own controls, shown once it loads, are named correctly.

WHAT SHOULD HAPPEN

The name follows the state: "Video pauzeren" while playing, "Video afspelen" while paused. The poster image has `alt=""`.

WHO IS AFFECTED

Screen reader users are told the wrong action and can't tell whether the video is playing. The video's own controls are a workaround.

HOW TO FIX

Use one button whose name follows the state: "Video pauzeren" while playing, "Video afspelen" while paused (or a fixed name with `aria-pressed`). Remove `role=button` from the inner span. Poster image: `alt=""`, or hide it once the video has loaded.

F28 The gallery thumbnails are named from 0 and skip number 1

LOW

Criteria: 4.1.2 Name, Role, Value**Where:** Product image gallery: the thumbnail buttons under or beside the main image; product block on Zuinig koken · `button.gallery__thumb`**Found on 9 samples:** Landing page — Zuinig koken · Product detail — Koekenpan Classic 28 cm · Product detail — Braadpan Classic (sold-out variant) · Product detail — Glazen deksel 28 cm (accessory template) · Product detail — Digitale cadeaubon (gift card) · Product detail — Magnetische messenstrip (with video) · Product detail — Ovenwant linnen (textiles & accessories template) · Random 1 — Wokpan 30 cm (product) · Random 4 — Grillpan 26 cm (product)**WHAT HAPPENS**

The thumbnail buttons are named "Naar afbeelding 0", "Naar afbeelding 2", "Naar afbeelding 3" ...: the first thumbnail is number 0 and there is no number 1, so each name gives a wrong position. The names don't say what each thumbnail shows.

WHAT SHOULD HAPPEN

Thumbnails are numbered 1 to n in order, e.g. "Afbeelding 2 van 7", or named after the image they show.

WHO IS AFFECTED

Screen reader users get a wrong position in the gallery and may think an image is missing.

HOW TO FIX

Number the thumbnails from 1 without gaps in the theme's gallery template (use `forloop.index`, not `forloop.index0` with a skipped item), e.g. `aria-label="Afbeelding {{ forloop.index }} van {{ forloop.length }}"`.

F73 The slideshow pause button keeps its name after pausing

LOW

Criteria: 4.1.2 Name, Role, Value**Where:** Home: hero slideshow pause/play button · `.slideshow__autoplay`**Found on 1 sample:** Home**Setups:** Windows · Chrome · screen reader, macOS · Safari · screen reader, iOS · Safari · screen reader, Android · Chrome · screen reader**WHAT HAPPENS**

The button is named "Diavoorstelling pauzeren". After pressing it the slideshow stops and the icon changes to play, but NVDA still says "Diavoorstelling pauzeren, button".

WHAT SHOULD HAPPEN

The name changes to "Diavoorstelling afspelen" when paused (or a fixed name with aria-pressed).

WHO IS AFFECTED

Screen reader users can't tell whether the slideshow is running.

HOW TO FIX

Toggle aria-label between "Diavoorstelling pauzeren" and "Diavoorstelling afspelen" in the same function that swaps the icon.

4.1.3 Status Messages Level AA

[W3C explanation](#)

F75 The new number of results after filtering is not announced

MEDIUM

Criteria: 4.1.3 Status Messages

Where: Collection and search pages: result count ("42 producten") that updates when a filter or sort changes · `.filter-results__count`

Found on 3 samples: Category listing — Alle producten · Search results + no results · Purchase 2/6 — Category: Alle producten

Setups: Windows · Chrome · screen reader, macOS · Safari · screen reader, iOS · Safari · screen reader, Android · Chrome · screen reader

WHAT HAPPENS

After ticking a filter, the count changes (e.g. to "12 producten") and the grid updates. NVDA says nothing about the update.

WHAT SHOULD HAPPEN

The new result count is announced, e.g. "12 producten gevonden".

WHO IS AFFECTED

Screen reader users don't know whether the filter worked or how many products are left.

HOW TO FIX

Put the count in a live region: `<p class="filter-results__count" role="status">12 producten</p>`.

F76 The newsletter sign-up confirmation is not announced

LOW

Criteria: 4.1.3 Status Messages

Where: Footer newsletter form: the confirmation text that replaces the form after sign-up · `.site-footer .newsletter__message`

Found on 2 samples: Newsletter 1/2 — Footer sign-up form · Newsletter 2/2 — Confirmation after sign-up

Setups: Windows · Chrome · screen reader, macOS · Safari · screen reader, iOS · Safari · screen reader, Android · Chrome · screen reader

WHAT HAPPENS

After submitting, the form is replaced by "Dank je, je bent ingeschreven!". Focus stays on the (now removed) button's position and NVDA says nothing.

WHAT SHOULD HAPPEN

The confirmation is announced (live region) or focus moves to it.

WHO IS AFFECTED

Screen reader users don't know whether they are signed up and may submit again.

HOW TO FIX

Render the message in an element with `role="status"` that exists before the update, or move focus to the message with `tabindex="-1"`.

Appendix A · Sample

Sample numbers match the audit record. Missing numbers are pages or views that were considered while exploring the website but not selected for the sample.

#	SAMPLE	ADDRESS OR HOW TO REACH IT	ISSUES
STRUCTURED SAMPLE · 37			
S1	Home	shop.example/nl	34
S2	Category listing — Alle producten	shop.example/nl/collections/alle-producten	23
S3	Landing page — Zuinig koken	shop.example/nl/pages/zuinig-koken	11
S4	Landing page — Onze materialen	shop.example/nl/pages/materialen	5
S5	Blog overview — Kookjournaal	shop.example/nl/blogs/kookjournaal	2
S6	Help & FAQ	shop.example/nl/pages/help	2
S7	Store locator — Verkooppunten	shop.example/nl/pages/verkooppunten	3
S8	Onderhoudsgidsen (care guides)	shop.example/nl/pages/onderhoudsgidsen	3
S9	Product registreren — product registration	shop.example/nl/pages/product-registreren	1
S10	Cookiebeleid	shop.example/nl/pages/cookiebeleid	1
S11	Account — Orders (empty)	account.shop.example/orders	0
S12	Account — Profile + add-address dialog	account.shop.example/profile	0
S14	Product detail — Koekenpan Classic 28 cm	shop.example/nl/products/koekenpan-classic-28	18
S15	Search results + no results	shop.example/nl/search?q=pan	10
S17	Cart page	shop.example/nl/cart	2
S18	Checkout — one page (contact, delivery, shipping, payment)	Cart → Afrekenen → shop.example/checkouts/... (session address, changes each time)	0
S20	Collection landing — Gietijzer	shop.example/nl/collections/gietijzer	15
S21	Sale collection — Outlet	shop.example/nl/collections/outlet	0
S22	Product detail — Braadpan Classic (sold-out variant)	shop.example/nl/products/braadpan-classic	13
S23	Product detail — Glazen deksel 28 cm (accessory template)	shop.example/nl/products/glazen-deksel-28	5

#	SAMPLE	ADDRESS OR HOW TO REACH IT	ISSUES
S24	Product detail — Digitale cadeaubon (gift card)	shop.example/nl/products/cadeaubon	3
S25	Product detail — Magnetische messenstrip (with video)	shop.example/nl/products/magnetische-messenstrip	14
S26	Gebruik & onderhoud (before/after slider)	shop.example/nl/pages/gebruik-en-onderhoud	6
S27	Kookworkshop (embedded video)	shop.example/nl/pages/kookworkshop	1
S28	Blog article — Cadeaugids (shop the look)	shop.example/nl/blogs/uit-de-keuken/cadeaugids	1
S29	Blog article — standard	shop.example/nl/blogs/kookjournaal/veelgestelde-vragen	2
S30	Blog article — section-built	shop.example/nl/blogs/uit-de-keuken/onze-makers	1
S31	Plain content page — Which pan for which hob (English)	shop.example/nl/pages/which-pan-for-which-hob	2
S33	404 page	shop.example/nl/pages/bestaat-niet	1
S35	Contact form (form builder)	forms.example/contact	3
S36	Login — e-mail + one-time code	Logged out → header account icon	0
S37	Returns portal (third-party)	returns.example/	0
S38	Verzending & retour — shipping & returns page	shop.example/nl/pages/verzending-en-retour	1
S39	Product detail — Ovenwant linnen (textiles & accessories template)	shop.example/nl/products/ovenwant-linnen	7
S40	Category listing — Onderdelen (sub-category tiles, English)	shop.example/nl/collections/onderdelen	3
S57	Document — Onderhoudsgids gietijzer (PDF)	Onderhoudsgidsen → Gietijzer → "Download guide" (opens the PDF in a new tab)	1
S58	Document — Onderhoudsgids messen (PDF)	Onderhoudsgidsen → Messen → "Download guide" (opens the PDF in a new tab)	1
RANDOM SAMPLE · 4			
S41	Random 1 — Wokpan 30 cm (product)	shop.example/nl/products/wokpan-30	12
S42	Random 2 — How to mount your knife strip (content page)	shop.example/nl/pages/how-to-mount-your-knife-strip	2
S43	Random 3 — Barbecue (content page)	shop.example/nl/pages/barbecue	1

#	SAMPLE	ADDRESS OR HOW TO REACH IT	ISSUES
S44	Random 4 — Grillpan 26 cm (product)	shop.example/nl/products/grillpan-26	7
PROCESS STEPS · 12			
S45	Purchase 1/6 — Home (start)	shop.example/nl	3
S46	Purchase 2/6 — Category: Alle producten	shop.example/nl/collections/alle-producten	8
S47	Purchase 3/6 — Product: Koekenpan Classic 28 cm, add to cart	shop.example/nl/products/koekenpan-classic-28	3
S48	Purchase 4/6 — Cart drawer (item added)	Opens by itself after adding to cart in step 3 (from the right). Also: header cart icon + Enter.	6
S49	Purchase 5/6 — Cart page	shop.example/nl/cart	2
S50	Purchase 6/6 — Checkout, logged in (stopped before paying)	Cart page → Afrekenen → checkout. Delivery details filled with test data, shipping method and payment method chosen; stopped before the final pay button.	0
S51	Purchase branch — Checkout as guest (logged out)	Logged out (new private window) → add a pan to the cart → Afrekenen	0
S52	Login 1/3 — Enter e-mail	Logged out → header account icon → login pop-up opens on the current page	0
S53	Login 2/3 — Enter the e-mailed code	Step 1 → e-mail address → Continue → code screen; the code arrives by e-mail	0
S54	Login 3/3 — Account: Orders (landing)	account.shop.example/orders	0
S55	Newsletter 1/2 — Footer sign-up form	shop.example/nl	3
S56	Newsletter 2/2 — Confirmation after sign-up	Step 1 → submit	1

Appendix B · Test environment

Versions of the software used during the evaluation.

COMPONENT	VERSION
Windows 11	Current release, September 2026
Google Chrome and Microsoft Edge (Windows)	Current stable versions, September 2026
macOS and Safari	Current versions, September 2026
iOS and Safari	Current version, September 2026
Android and Chrome	Current version, September 2026
Screen readers: NVDA (Windows), VoiceOver (macOS, iOS), TalkBack (Android)	Current versions, September 2026
axe DevTools, Accessibility Insights, HeadingsMap, WAVE	Current Chrome Web Store versions, September 2026
Colour Contrast Analyser, PAC (PDF Accessibility Checker)	Current versions, September 2026

Appendix C · About this report

What this report is, and what it is not

- It describes the evaluated sample on the dates of the evaluation. Pages and features change; later changes are not covered.
- It is based on a sample and cannot find every accessibility problem. Parts of the website outside the sample may have issues that are not in this report.
- It does not state that the website conforms to WCAG. Under WCAG-EM, an evaluation statement is only possible when every sample meets every criterion, and even then it describes the sample. No overall score is given: WCAG-EM treats scores as optional and warns that they can be misleading.
- Results apply to the setups in the accessibility support baseline (section 3). Other browsers and assistive technologies may behave differently.
- Third-party components were evaluated as they appeared on the evaluation dates. Their vendors may change them at any time, and fixing them may depend on the vendor.
- It is not legal advice and does not determine whether or how the European Accessibility Act applies to your organisation. It covers the WCAG requirements for the evaluated sample; the European Accessibility Act and EN 301 549 contain further requirements that were not evaluated.
- Fix suggestions are examples. Other solutions that meet the criterion are equally valid.
- This report is prepared for Lepelvink only. Others may not rely on it without written permission from In The Clear.

Retest

A retest, if agreed, checks the issues in this report by their ID and reports each as Fixed, Partly fixed or Not fixed. It does not re-evaluate the whole sample.

References

- Web Content Accessibility Guidelines (WCAG) 2.2: [w3.org/TR/WCAG22](https://www.w3.org/TR/WCAG22)
- Website Accessibility Conformance Evaluation Methodology (WCAG-EM 1.0): [w3.org/TR/2014/NOTE-WCAG-EM-20140710](https://www.w3.org/TR/2014/NOTE-WCAG-EM-20140710)
- European Accessibility Act, Directive (EU) 2019/882, and EN 301 549