

Accessibility Statement for Loro Piana official e-commerce

This is an accessibility statement from Loro Piana S.p.A. official e-commerce (www.loropiana.com).

Measures to support accessibility

Loro Piana S.p.A. takes the following measures to ensure accessibility of Loro Piana official e-commerce:

- Provide continual accessibility training for our staff.
- Assign clear accessibility goals and responsibilities.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

Loro Piana official e-commerce should be compliant with WCAG 2.2 level A, and AA.

Loro Piana official e-commerce is partially conformant with WCAG 2.2 (level A, and AA) and the regulatory EN 301-549 European standard for digital accessibility.

Partially conformant means that some parts of the content do not fully conform to the accessibility standard. Please refer to the section below “Limitations and Alternatives” for details.

Feedback

We welcome your feedback on the accessibility of Loro Piana official e-commerce. Please let us know if you encounter accessibility barriers on Loro Piana official e-commerce:

- E-mail: accessibility@loropiana.com

We try to respond to feedback within 7 business days.

Compatibility with browsers and assistive technology

Loro Piana official e-commerce is designed to be compatible with the following assistive technologies:

- Apple Safari, Voiceover, and iOS
- Google Chrome, NVDA, and Windows

Technical specifications

Accessibility of Loro Piana official e-commerce relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of Loro Piana official e-commerce, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for Loro Piana official e-commerce:

1. **Alternative Text for Images (WCAG 1.1.1 Non-text Content):** The absence of descriptive alternative text for non-product images is observed on some pages, particularly the homepage. We are actively working on implementing enhancements in our content production process to address this. If you encounter any related accessibility issues, please contact our designated accessibility point of contact.
2. **Focus order (WCAG 2.4.3 Focus Order):** Upon selection of a section within the FAQ page (<https://www.loropiana.com/it/faqs>), the keyboard focus does not automatically shift to the newly opened accordion content. For keyboard users, the expected interaction flow is for the focus to automatically move to the newly exposed content, allowing immediate interaction. For any related accessibility concerns, kindly reach out to our accessibility point of contact.
3. **Keyboard Accessibility (WCAG 2.1.1 – Keyboard):** On the "Book an Appointment" page (<https://www.loropiana.com/en/book-an-appointment>), radio buttons are currently not selectable via keyboard. This prevents users who rely on keyboard navigation from interacting with the form as intended. Please contact the accessibility point of contact if you encounter any related issues.

Assessment approach

Loro Piana S.p.A. assessed the accessibility of Loro Piana official e-commerce by the following approaches:

- Self-evaluation

Date

This statement was created on January 07, 2026.