

# Accessibility Statement for the Klevu Merchant Centre

Klevu, a division of Athos Commerce, is committed to providing accessible digital experiences for people with disabilities. We are actively working to identify and remove barriers to access in accordance with recognized accessibility standards and our internal [Accessibility Policy](#).

## Compliance Status

The Klevu Merchant Centre is **partially compliant** with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

## Known Accessibility Issues

We are aware of the following accessibility limitations on this digital property:

- Buttons are missing accessible names for assistive technology users
- Interactive elements are not fully operable using a keyboard
- Form fields are missing properly associated labels
- Inconsistent navigation structure across pages may affect orientation and usability
- Some elements use unsupported or incorrectly applied ARIA attributes
- Links are missing discernible names for screen reader users
- Keyboard-interactive elements are missing visible focus indicators
- Images or icons are missing descriptive alternative (alt) text
- HTML pages are missing a defined **lang** attribute for proper language identification
- Some ARIA roles are missing required child elements, which may impact semantic structure
- Elements marked as **aria-hidden** are incorrectly focusable or contain focusable child elements

## Planned Improvements

Athos Commerce is actively undergoing a brand and platform transformation following the 2025 merger of Searchspring and Klevu. As part of this transformation, some legacy systems and interfaces are being phased out or replaced, including the Klevu Merchant Centre.

Accessibility issues identified internally or reported by users will be reviewed and prioritized based on risk, user impact, and available resources.

## Feedback and Contact Information

If you encounter any barriers accessing this platform or would like to request information in an alternative format, please contact us by submitting a [support ticket](#).

We aim to respond to all accessibility-related inquiries within **5 business days**.

## Statement Version

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- Last Updated: 06/27/2025
- Next Review Due: 06/27/2026