

ACCESSIBILITY STATEMENT

Sony Group has adopted the Sony Group Web Accessibility Policy, which establishes clear accessibility standards and compliance requirements for all websites within the Sony Group. We take great care in designing our websites and web content with the goal of adhering to the World Wide Web Consortium's (W3C's) Web Content Accessibility Guidelines (WCAG).

We will continue our efforts to ensure that our websites are accessible to individuals of all abilities, including those with disabilities and the elderly. For more information about our accessibility initiatives, please visit [Sony Group Portal - Accessibility](#).

GENERAL DESCRIPTION OF THE SERVICE

Sony's e-commerce platform is designed to provide an inclusive shopping experience for all users, ensuring accessibility across various sensory channels (visual, auditory, and text-based), so that the services are perceivable, operable, understandable, and robust for all users. The platform prioritizes a seamless user experience and benefits customers by offering an accessible interface for browsing, purchasing, and managing products and services.

COMMITMENT TO ACCESSIBILITY

We are committed to providing an inclusive experience for all users, including those with disabilities. While we aim to meet the Web Content Accessibility Guidelines (WCAG) 2.2 at the AA level, our website is currently partially compliant. We are actively working to address the remaining issues to achieve full compliance and ensure accessibility for everyone.

To date, we have implemented the following accessibility measures:

- **Keyboard Navigation:** All primary interactive elements are operable using a keyboard, enabling users with mobility impairments to navigate the platform.
- **Captions for Videos:** Captions are provided for most video content to ensure accessibility for users who are deaf or hard of hearing.
- **Audio Descriptions:** Audio descriptions are provided where needed to enhance usability.
- **Image Alt Text:** Alternative text descriptions are added to all images to assist users with visual impairments.
- **Visual:** Non-text content (e.g., images, videos) are supplemented with alternative formats, including alt-text, captions, and transcripts.
- **Screen Reader Support:** The platform is compatible with assistive technologies, such as screen readers.
- **Regular Accessibility Audits:** We conduct regular audits using automated and manual tools to identify and remediate accessibility barriers.

- **Support Service:** Accessibility-related support is available through multiple channels, including real-time chat, email, and phone assistance. Our customer service platforms are tailored to meet the needs of users with disabilities.

Technologies used to create Sony's website for European consumers

- HTML5
- CSS
- JavaScript
- Angular
- SCSS
- Spartacus
- Typescript
- Vue JS

Tools used to assess accessibility

UsableNet AQA's automated accessibility testing tool and manual review of issues.

Test Environment

- Chrome 78 (Windows), screen size 1280 x 800 / 1600 x 900
- Pericles Text to Speech Screen Reader plugin for Firefox

Non-Accessible Content

Despite our best efforts to ensure the accessibility of this website, we are aware of some limitations. Below is a description of known issues.

- **Font size and scaling:**
The website supports zooming to 200% via browser settings, but text resizing through operating system or browser font settings may not work consistently across all pages.
- **Video captions and descriptions:**
Some product videos and promotional content lack captions, audio descriptions, or transcripts, which may limit access for users who are deaf or hard of hearing.
- **Interactive elements (e.g., carousels, filters):**
Some interactive features, such as carousels and filters, are not fully navigable using a keyboard alone. Certain dynamic elements, such as pop-ups, may not be announced correctly by screen readers.
- **Images and alternative text:**
While most images have descriptive alternative text, some decorative images are missing appropriate alt attributes.

- **Color contrast and text visibility:**
On rare occasions, text or icons may have insufficient color contrast with their background, making them less visible for users with vision impairments.
- **Forms and error messages:**
Some forms do not have fully descriptive labels or accessible error message handling, which may cause difficulties for screen reader users.
- **Navigation:**
Not all navigation menus and links are fully accessible for users relying on screen readers or keyboard navigation.
Breadcrumb navigation and some expandable menu items may not behave as expected when used with assistive technologies.
- **Charts and graphs:**
Charts and graphs used to display technical or product information may lack accessible alternatives for users who are visually impaired or rely on screen readers.

Steps We Are Taking

We are actively working to address the issues above. These efforts include:

1. Conducting regular audits and usability testing with assistive technologies
2. Implementing fixes to ensure compliance with WCAG 2.2 AA standards
3. Providing accessibility training for our web development team.

ESTABLISHMENT OF THIS ACCESSIBILITY STATEMENT

This declaration was prepared on 31 March 2025

COMMENTS AND CONTACT

If you are unable to access any content or service, you may contact the person responsible for Sony Europe consumer website to be directed to an accessible alternative or to obtain the content in another form.

[Contact Sony](#) via the online form or by phone