Accessibility Statement for Loro Piana B2B platform

This is an accessibility statement from Loro Piana S.p.A. B2B platform dedicated to Interiors business (https://www.loropiana.com/interiors).

Measures to support accessibility

Loro Piana S.p.A. takes the following measures to ensure accessibility of Loro Piana B2B platform:

- 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 B2B platform is non conformant with:

- WCAG 2.2 level AA
- the regulatory EN 301-549 European standard for digital accessibility
- the regulatory Section 508 of the American Rehabilitation Act and current local laws
- current local laws

Non conformant means that some parts of the website that fails to meet the established digital accessibility standard.

Please refer to the section below “Limitations and Alternatives” for details.

Feedback

We welcome your feedback on the accessibility of Loro Piana B2B platform. Please let us know if you encounter accessibility barriers on Loro Piana B2B platform:

- E-mail: accessibility@loropiana.com

We try to respond to feedback within 7 business days.

Compatibility with browsers and assistive technology

Loro Piana B2B platform 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 B2B platform 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
- 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 B2B platform, 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 B2B platform:

1. **Keyboard navigation (WCAG 2.1.1 – Level A)**: the elements in the header (menu and language selector), the filter of the results, the sorting dropdown, the product card, the "Configurator" area and the delivery address section are not accessible by keyboard.
2. **Reflow (WCAG 1.4.10 – Level AA)**: the “Access” and “Language change” dropdowns are truncated, and there is a loss of information on the page for viewport that is 320px width and 256px height. The intent of this success criterion is to let users enlarge text and other related content without having to scroll in two dimensions to read.
3. **PDF (WCAG 1.1.1/1.3.1/1.3.2/2.4.2/3.1.1/4.1.2 – Level A, WCAG 2.4.6 – Level AA)**: PDF are not conformant regarding the semantic structure, the defined language, the descriptive title and alternative text for images.
4. **Decorative Images (WCAG 1.1.1 - Level A)**: presence of decorative images that are not ignored by assistive technologies.
5. **Navigable (WCAG 2.4.3/2.4.7 – Level A)**: In the modal password forgotten, the focus is not trapped while it is open and return focus to the trigger element when it closes.
6. **Navigabile (WCAG 1.3.4 - Level A)**: The "Configurator" section is not available in portrait mode; it only supports landscape orientation.

Assessment approach

Loro Piana S.p.A. assessed the accessibility of Loro Piana B2B platform by the following approaches:

- External evaluation carried out by **LVMH Accessibility Center Date**

This statement was created on 01 January 2026.