

Accessibility Information of DHL4YOU

1. Company's information

Organization name: DHL Express (Slovakia), spol. s r. o.

Address: Letisko M. R. Stefanika, 821 01 Bratislava.

2. Scope

This accessibility statement applies relates to the e-commerce service on DHL4YOU.

3. Description of the service

DHL4YOU is a customer contact tool, whereby DHL Express can contact the customer to understand Customs requirements and clearance information from the customer.

Therefore, shipments can pass through Customs without further delay.

4. Understanding of the service

The customer receives an email with a link for a request of what DHL Express require. The customer can input information and upload documents.

5. Accessibility

Accessibility requirements that have been addressed:

- Colour contrast – Ensure a contrast ratio of at least **4.5:1** for text and **3:1** for large text/icons. Use tools like the [WebAIM Contrast Checker](#).
- Keyboard navigation - Ensure all elements (links, buttons, forms) are keyboard-accessible with Tab, Enter, and Spacebar.

- Heading structure - Use a clear structure: **H1 for the main title, H2 for sections, H3 for subsections**. Don't skip heading levels.
- Link text - Use clear links like "Download our Accessibility Guide (PDF)."
- Forms with proper labels - Use `` elements and associate them with form fields (`for="email"`). Example:
✓ Email: [_____]
- Inclusion of error messages & instructions - Instead of "Invalid input," say "Password must be at least 8 characters."

6. Feedback and Support

To report accessibility issues or request assistance to access the service, please contact:
erik.nemcek@dhl.com.

7. Competent Market Surveillance Authority

Slovak Trade Inspection

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827 99 Bratislava 27

Slovakia

8. Date of This Statement

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