

Accessibility statement

ACCESSIBILITY STATEMENT

The operator of the **BioMenü Reform- & Superfoods** web store, **CALEIDO IT-OUTSOURCE Trading and Service Limited Liability Company** (registered office: 1131 Budapest, Reitter Ferenc utca 132., company registration number: 01-09-962010, tax number: 23362493-2-41) is committed to making its digital service available at **www.biomenu.eu** accessible in accordance with Act XVII of 2022 on accessibility requirements for products and services. Act and the **European Accessibility Act – EAA, Directive 2019/882/EU** in accordance with the requirements.

This accessibility statement applies to the **www.biomenu.eu** web store.

Conformity status

The web store engine is provided by **UNAS Online Kft.**. The UNAS e-commerce platform strives to comply with the **WCAG 2.1 (Web Content Accessibility Guidelines)** level AA requirements and the standardization basis (MSZ EN 301 549) through continuous software updates.

The webshop is currently **partially** compliant with the relevant digital accessibility laws and guidelines, with the occasional shortcomings or external factors noted below.

Content not accessible

The functions or content listed below are not fully accessible for the following reasons:

1. **Third-party modules and extensions:** The source code of systems integrated into the webshop and provided by external service providers (e.g. bank payment gateways, logistics point selectors, external marketing and analytics popups, embedded social media extensions) is controlled by Caleido. IT-Outsource Kft. has no direct influence on the developers, so their structure may sometimes deviate from the WCAG requirements.
2. **Alternative descriptions (Alt text):** Due to the large volume and dynamic changes of the product range and promotional offers, it may occasionally happen that some illustrative images, product photos or marketing banners do not have a complete descriptive text that can be interpreted by screen reading software.
3. **Contrast ratios:** Some seasonal graphic elements or promotional materials may have a minimal deviation from the required text-background contrast ratios.

Preparation of the accessibility statement

- **The statement was prepared:** October 13, 2026.
- **Methodology:** Self-assessment of the technical structure and template settings of the UNAS e-commerce system based on.

Feedback and Contact Information

We value the comments of our visitors and customers. If you encounter any obstacles while browsing the webshop, using the shopping cart or during the payment process, or if you experience an accessibility error that is not listed in this statement, please let us know via our dedicated customer service channels:

- **Email address:** [email_plain]
- **Phone number:** [phone]
- **Postal address:** Caleido IT-Outsource Kft., 1131 Budapest, Reitter Ferenc utca 132.

Our company treats incoming comments and reports with priority and, in accordance with legal requirements, responds to them as quickly as possible, but **no later than within 15 working days**, and if necessary, takes the necessary measures to correct the error or provide an alternative solution.

Legal remedies procedure

If Caleido IT-Outsource Kft. does not send a satisfactory response to your report or request sent within the framework of the feedback mechanism within the statutory deadline, or if you do not agree with the decision contained therein, you may initiate a legal remedy procedure with the authority supervising digital accessibility.

The supervisory and control body is the Digital Hungary Agency Zrt. – Digital Services Authority (DSZF), to which a report can be submitted online via the **Magyarország.hu** customer portal, by e-mail to webakadalymentesites@dmu.gov.hu, or by post to 1138 Budapest, Váci út 129-133.