FabbyPrints

Accessibility statement

Effective from 14 November 2026.

1. Scope

1. This statement covers the FabbyPrints online shop (fabbyprints.com), including product pages, the 3D printing calculator, the basket, checkout, the customer account and forms. The Shop is run by the Seller named in Seller information (https://fabbyprints.com/en/legal/imprint).
2. We design the Shop to meet the requirements of the Polish Act of 26 April 2024 on ensuring compliance with the accessibility requirements of certain products and services by economic operators, which implements Directive (EU) 2019/882 (European Accessibility Act). Our reference points are the EN 301 549 standard and the WCAG 2.1 guidelines at level AA.
3. This statement is based on the Seller's own assessment. Compliance has not been confirmed by an external audit.

2. How we ensure accessibility

- Every page has its language set, and each language version (Polish and English) has its own address.
- A "Skip to content" link at the top of the page lets you skip the navigation.
- Headings, lists, tables and forms have a semantic structure. Form fields have labels, and required fields are marked.
- The Shop can be used with a keyboard. The element in focus is clearly highlighted.
- Product photos have alternative text, and decorative icons are hidden from screen readers.
- Error and form status messages are announced to screen readers.
- The calculator shows the quote result (price, lead time, model dimensions and whether a technologist's check is needed) as text, not only in the 3D preview.
- The layout adapts to the screen width, including on phones.
- We respect the system setting that reduces animations.
- Signing in does not require a password: we e-mail a one-time code.
- We show the price, dispatch time, delivery costs, payment methods and information on the right of withdrawal before you place an order, and the legal documents are available as web pages and as PDF downloads.

3. Known limitations

- The 3D model preview in the calculator is an interactive graphic and is not accessible to screen readers. We give the key information about the model next to it as text. You can also send your file by e-mail — we will quote it and describe the result in words.
- Uploading a file requires choosing it from your device or dragging it onto the page. If this is difficult for you, send the file to office@fabbyprints.com.
- The basket, calculator, checkout and customer account require JavaScript. Without it, you can order by e-mail or telephone (section 4).
- PDF files (downloadable legal documents, invoices and proforma invoices) are not tagged for accessibility. The content of the legal documents is also available as web pages. We can provide invoice or proforma details in another format on request.
- Some product photos show fine details that the alternative text does not fully describe. We can provide a detailed description on request.
- The sign-in code is valid for 15 minutes. If you need more time, ask for a new code.
- Card and Przelewy24 payments take place on the payment operators' pages, and the operators are responsible for their accessibility. You can always choose a bank transfer against a proforma invoice.

4. Other ways to contact us and order

We will help you place an order, quote your file, provide product information in an accessible format and answer your questions:

- e-mail: office@fabbyprints.com,
- telephone: +48 22 113 14 16, Monday to Friday, 8:00–16:00 CET.

5. Reporting barriers

If something in the Shop is not accessible to you, write to office@fabbyprints.com. Give the page address, a description of the problem and how you would like us to contact you. We will reply without undue delay and tell you how we can help.

6. Supervisory authority

Compliance with accessibility requirements for services provided in Poland is supervised by the President of the Management Board of the State Fund for Rehabilitation of Disabled Persons (PFRON). If you think the Shop does not meet the accessibility requirements, you can report it to this authority. Consumers from other EU countries may also contact the supervisory authority in their own country.

7. Updates

We update this statement after significant changes to the Shop. The current version is always available in the Shop, with its effective date at the top.