

## ACCESSIBILITY STATEMENT

At Sweetwater Home Services, we are committed to ensuring that our website (<https://SweetwaterHomeServices.com/>) is accessible to everyone, including individuals with disabilities. We strive to provide an inclusive and user-friendly experience for all visitors. This Accessibility Statement outlines the measures we have taken to enhance the accessibility of our website and our ongoing commitment to improving accessibility.

If you have any questions, feedback, or encounter any accessibility issues while using our website, please do not hesitate to contact us. We are committed to addressing any accessibility barriers and continuously improving our website to serve all users better.

- a) **Accessibility Measures:** We have implemented a variety of measures to ensure the accessibility of our website. To ensure our website is accessible, we have taken the following measures:
  - **Fonts and Backgrounds:** We use bold, legible fonts with high contrast backgrounds to make our content easy to read for users with visual impairments.
  - **Assistive Touch Standards:** We ensure that all elements on our website are labelled with assistive touch standards, allowing users with disabilities to navigate and interact with our site more easily.
- b) **Standards and Guidelines:** Our website adheres to the Web Content Accessibility Guidelines (WCAG), which provide a comprehensive framework for making web content more accessible to people with disabilities. We are committed to complying with the Americans with Disabilities Act (ADA) to ensure that our website meets legal accessibility standards and offers an inclusive experience for all users.
- c) **User Adjustments:** While we have made significant efforts to ensure the accessibility of our website, we understand that users may have different needs. At this time, our website does not offer adjustable settings for text size or colour contrast. We recommend that users utilize browser settings or third-party tools to customize their experience according to their preferences.
- d) **Feedback and Contact Information:** We value your feedback on the accessibility of our website. If you encounter any issues or have suggestions for improvement, please contact our sales and marketing team at **512.873.1997** or email us at [onlineinquiry@sweetwaterhomeservices.com](mailto:onlineinquiry@sweetwaterhomeservices.com). Your feedback is important to us.
- e) **Alternate Access Methods:** We understand that not all users may be able to access our website. Therefore, we offer the following alternative ways to obtain the information and services you need:
  - **Phone Support:** You can contact us by phone at 512.873.1997.
  - **In-Store Support:** Visit one of our three convenient locations to speak with a representative.
  - **Email Support:** You can also contact us via email at [onlineinquiry@sweetwaterhomeservices.com](mailto:onlineinquiry@sweetwaterhomeservices.com).

- f) **Continuous Improvement:** Accessibility is an ongoing process, and we are committed to continually improving our website. We regularly conduct accessibility audits and update our practices to ensure compliance with the latest standards.
- g) **Legal Compliance:** Sweetwater Home Services is dedicated to complying with all applicable accessibility laws, including the **Americans with Disabilities Act (ADA)**. We are committed to meeting legal requirements and ensuring that our website remains accessible to individuals with disabilities. Our efforts are part of our commitment to inclusivity and equal access.

Please feel free to contact us if you have any questions or need support, and we will be happy to assist you.

Thank you for choosing Sweetwater Home Services. We are committed to providing a website that is accessible to all.

**LAST UPDATED:** June 04, 2024