

Accessibility information

Axess Logistics AB ("Axess Logistics", "we" or "us") operates www.axesslogistics.no (the "**website**"). We want as many people as possible to be able to use the website. This document explains how we comply with the Act (2023:254) on accessibility for certain products and services (the "**Accessibility Act for Products and Services**").

Service description

Axess Logistics provides a range of services. On the website, private individuals can book vehicle transport by completing one of the forms available on the page. You'll find the forms by clicking "Boka Transport" (Book transport) in the main menu. We can transport most vehicles; however, we do not transport mopeds, motorcycles or trailers. Vehicles to be transported must be roadworthy. This means, for example, that vehicles with a flat tyre or a faulty gearbox or steering cannot be transported by us. Before booking transport for a vehicle, you can estimate an approximate price using our "price calculator".

Requirements for our service

Axess Logistics provides an e-commerce service that is covered by the Accessibility Act for Certain Products and Services. The general requirements for services, along with the additional accessibility requirements for e-commerce services, apply to our e-commerce service.¹ In broad terms, these requirements mean that the service and all information must be accessible in a consistent and effective way. This means the service must be perceivable, operable, understandable and robust. Information must be available through more than one sense and presented in a way that enables users to perceive and understand it. Non-text content must be provided in an alternative format. In addition, information content must be available in text form so it can be converted into alternative formats for assistive technologies and perceived through more than one sensory channel. Text must be presented in a font of an appropriate size, shape and contrast, with adjustable spacing between letters, lines and paragraphs.

[1] Annex I, Section III, and Annex I, Section IV, point (g), of the European Accessibility Act (Directive (EU) 2019/882); see also section 6 of the Act (2023:254) on accessibility for certain products and services, section 6 and Annex 2 of the Ordinance (2023:676) on accessibility for certain products and services, and section 8 in PTSFS 2024:6.

The accessibility requirements also apply to all identification, electronic signature, security and payment methods included in the e-commerce service.

How we meet the accessibility requirements

This Website is partially compliant with the Accessibility Act for products and services. Axess Logistics aims to follow the harmonised standard EN 301 549 version 3.2.1 as well as WCAG 2.1 level AAA, pending the new version of EN 301 549. The standard functionality is currently being reviewed to ensure it meets the applicable accessibility requirements. Images and graphical content include alternative text describing the content. The Website works with assistive technologies, such as screen readers (e.g. Windows Narrator).

Our aim is to ensure that the Website meets the accessibility requirements under the Accessibility Act for products and services as soon as possible.

How we tested the website

Axel Logistics has tested the Website against the relevant harmonised standards. Our platform provider used a combination of the WAVE Web Accessibility Evaluation Tools, Windows Narrator, the Lighthouse browser extension, and manual testing.

Axess Logistics uses the WAVE Web Accessibility Evaluation Tool to automatically identify any detectable accessibility issues, such as insufficient colour contrast, missing image descriptions, and structural errors in the content, in line with WCAG. This is supplemented by manual reviews, including navigating the Website using a keyboard.

Contact us

You are welcome to contact us for information about the service's accessibility and its compatibility with assistive technologies.

You can also contact us if you experience accessibility issues or need content in an alternative format. If you need content from Axess Logistics that is not accessible to you, you can contact us by emailing kundeservice@axesslogistics.no so that we are made aware of the issue.

Latest assessment carried out on 2026-02-27

Accessibility information last updated on 2026-04-22