

# Web Accessibility Statement

The Air Necessities — HVAC Services • New Braunfels, Texas

**Effective Date:** May 9, 2026

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## Our Commitment to Accessibility

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At The Air Necessities, we believe everyone deserves to access the information and services they need — without barriers. We are committed to ensuring that our website is welcoming and usable for all visitors, including people with disabilities. In alignment with the Americans with Disabilities Act (ADA) and widely recognized web accessibility best practices, we strive to meet or exceed the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards across our site.

## What We Are Doing

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Accessibility is an ongoing effort, and we are actively taking steps to make our website more inclusive. Here is what we are working on:

- Striving for WCAG 2.1 Level AA conformance across all pages of our website
- Ensuring all images include descriptive alternative text so screen reader users receive the same information as sighted visitors
- Maintaining sufficient color contrast between text and background elements to support users with low vision or color blindness
- Making the site fully navigable by keyboard alone, without requiring a mouse
- Ensuring all forms — including contact, booking, and quote request forms — are properly labeled and compatible with screen readers
- Periodically reviewing and testing the website for accessibility issues, and addressing identified gaps

- Leveraging the Wix platform's built-in accessibility tools, which are designed to conform to WCAG 2.0 Level AA at the platform level

## **Known Limitations**

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We are transparent about where we still have work to do. Despite our best efforts, some content or third-party integrations — such as embedded scheduling tools, financing partner pages, or social media feeds — may not yet fully conform to WCAG 2.1 Level AA. These components are provided by external services and may have their own accessibility constraints outside of our direct control. We are actively reviewing these areas and are committed to continuous improvement as tools and platform capabilities evolve.

## **Assistive Technologies Supported**

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Our website is designed and maintained with the goal of supporting the following assistive technologies:

- Screen readers, including JAWS, NVDA, and VoiceOver
- Keyboard-only navigation
- Voice recognition software, such as Dragon NaturallySpeaking
- Browser zoom and text resize tools

## **Technical Specifications**

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The Air Necessities website is built on the Wix platform, whose infrastructure incorporates accessibility features and is developed with web standards in mind. Our site relies on standard web technologies, including HTML, CSS, and JavaScript. For the best experience — including when using accessibility features — we recommend using a current version of Chrome, Firefox, Safari, or Microsoft Edge.

## Feedback and Contact — We Want to Hear From You

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This is the most important part of this statement: if you encounter any difficulty using our website, please tell us. Your feedback helps us improve, and we take every accessibility concern seriously.

If you experience a barrier on our site — whether it is a form that does not work with your screen reader, an image without a description, or anything else that prevents you from getting the information you need — please reach out directly. We are committed to responding to all accessibility-related feedback within **2 business days**.

You should never have to go without service because of a website issue. If our site is not working for you, you are always welcome to contact us by phone or email to:

- Schedule a service appointment
- Request a quote or estimate
- Ask questions about our HVAC services
- Get any information available on our website in an accessible format

### The Air Necessities

*"We take accessibility concerns seriously and will do our best to accommodate your needs. No one should feel left out — we are here to help."*

## Formal Grievance Process

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If you have contacted us with an accessibility concern and feel your concern has not been adequately addressed, you have the right to file a complaint with external agencies. The following resources are available to you:

- **ADA National Network:** 1-800-949-4232 (voice/TTY) — Free technical assistance and information on ADA requirements
- **ADA.gov** — The official U.S. Department of Justice ADA information portal
- **U.S. Department of Justice, Civil Rights Division, Disability Rights Section** — Accepts formal ADA complaints from the public

## Physical Location Accessibility

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In addition to our website, The Air Necessities strives to ensure that our physical office location in Burleson, Texas is accessible to customers with disabilities. If you have questions about physical accessibility at our location, or if you need any accommodation to visit us in person, please do not hesitate to call us at [PHONE] or email [EMAIL] and we will do everything we can to assist you.

## Policy Updates

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This accessibility statement is reviewed and updated on an ongoing basis as we continue to improve our website and as accessibility standards evolve. The effective date at the top of this page reflects the date of the most recent revision. We are committed to making accessibility a permanent part of how we do business, not a one-time checkbox.

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This statement was prepared by The Air Necessities, New Braunfels, Texas. For questions or feedback regarding web accessibility, contact us.