LiberUp accessibility information

How to use the service, its assessment status and reporting barriers. This supplements the Terms and Support rules and is not an accessibility certificate.

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Effective date: [EFFECTIVE DATE TO BE COMPLETED]

DRAFT: New draft. LiberUp must fill in the effective date. Matters identified as requiring confirmation must be resolved before publication of an effective version.

1. Service and responsible entity

LIBERUP SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ, UL. OZORKOWSKA 13A , 95-100 ZGIERZ, provides offer browsing, Account registration, subscription purchasing, an installer Library and licence management. Report barriers to contact@liberup.pl.

The website is available in Polish and English. Basic use requires a current browser, Internet and JavaScript; accounts and purchases require email and essential cookies. Installed-application requirements appear on Product pages. Website accessibility does not establish application accessibility.

2. Using the service

Choose a Product or bundle, term and licence quantity in the offer. Review terms and download documents before payment. After ordering, proceed to an available payment method; once confirmed, entitlement appears in the Account and Library. Device and renewal management is provided in the Account.

The external provider controls its payment interface. Report barriers to LiberUp even after redirection; we will assess assistance and forwarding options. We do not guarantee an alternative payment method that has not been implemented.

3. Assessment status

A full accessibility audit of the website, checkout, account panel and applications is incomplete. We do not claim full WCAG 2.2 AA or PDF/UA conformity. WCAG 2.2 AA is a design target; actual performance requires keyboard, screen-reader, contrast, zoom and message testing.

E-commerce services are identified in Accessibility Act Article 3(2)(6). The microenterprise service exemption under Article 4 point 1 requires evidence of eligibility. This draft does not settle LiberUp’s status; it must be confirmed before publication. An incomplete audit does not automatically remove statutory obligations.

4. Documents and known limitations

Documents have text-based HTML pages and downloadable Polish and English PDFs, with version identifiers and links to the whole package. PDFs contain selectable text; PDF/UA conformity has not been confirmed. HTML remains an alternative means of reading the content.

Outstanding checks include all keyboard paths, screen readers, 200–400% zoom, validation messages, complex tables, provider interfaces, applications and their reports. Later media additions require alternative descriptions, captions or other measures appropriate to the content.

5. Reporting and assistance

Write to contact@liberup.pl with the page or Product, attempted action, barrier and preferred contact. If possible, include operating system, browser and assistive technology. Do not send passwords, client files or secrets. Missing technical details do not prevent consideration.

Request an alternative information format or help with an available action. Support assesses the issue and provides a solution, workaround or next steps. The initial response target is 3 business days under the Support rules; statutory complaint deadlines remain applicable. We do not promise a repair deadline before assessing the issue.

Where Accessibility Act obligations apply, complaints and notification of the competent authority remain available under that Act. An incomplete audit or request to contact us does not remove those rights.

Where the Act applies, an accessibility complaint may be submitted by post, in person or electronically to contact@liberup.pl, or orally in person for the record or by telephone at +48 533 156 135. Article 36 specifies the required information. We respond within 30 days; for a particularly complex case we explain the delay within that period and specify a deadline not exceeding 60 days from receipt. Article 37 governs missed deadlines and the response contents. This procedure does not replace a product complaint.

6. Updating this information

After an audit, record its date, scope, results, verified solutions and remaining barriers. New payment methods, applications or material interface changes require reassessment. Current and archived versions are in the Legal centre; purchase complaints are covered separately.

Legal references and useful documents

Ustawa o dostępności — art. 3 ust. 2 pkt 6, art. 4 pkt 1, art. 32–33, 35–37

Related documents in this version

LiberUp terms of service — PDF · Privacy policy — PDF · Cookie policy — PDF · End-user licence agreement — PDF · Complaints and withdrawal — PDF · Subscription and payment rules — PDF · Support and continuity rules — PDF · Withdrawal form — PDF · JPK_VAT product specification — PDF · Application privacy — PDF · Social profile privacy — PDF · JPK_VAT use and safety — PDF

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