

Pixel Pros© Accessibility Statement

Effective Date: 08/25/2025

1. Commitment to Accessibility

Pixel Pros© (“Company,” “we,” “our”) is committed to ensuring that all customers, users, and visitors can access our services, website, and communications without barriers. Accessibility is a core part of our mission to provide equitable technical support, repair, and installation services for all individuals, regardless of ability.

We aim to provide a positive, inclusive experience and continually evaluate and improve accessibility across all touchpoints of our business.

2. Scope

This Accessibility Statement applies to:

- **Website and Online Platforms:** All web pages, scheduling tools, chat, and digital content.
 - **In-Person Services:** On-site repair, troubleshooting, consultation, and device installation.
 - **Communication Channels:** Email, phone, video calls, printed materials, and any customer correspondence.
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3. Standards and Guidelines

Pixel Pros strives to adhere to internationally recognized accessibility standards, including:

- **Web Content Accessibility Guidelines (WCAG) 2.1, Level AA**
- **Section 508 of the Rehabilitation Act** (for federally supported digital content)

- **Best practices for inclusive customer service, device handling, and assistive technology compatibility**

Our website and services are designed to support:

- Screen readers and magnifiers
 - Keyboard navigation and voice commands
 - Text resizing and high-contrast modes
 - Accessible PDF, image, and video content where applicable
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4. Known Limitations

Despite our best efforts, some content or functionality may not yet be fully accessible due to:

- Third-party plugins, software, or content embedded on our site
- Legacy device firmware that does not fully support assistive technologies
- Certain interactive tools or visuals that cannot be fully interpreted by screen readers

Pixel Pros is actively working to address these limitations and continuously improve accessibility.

5. Accommodations and Alternative Access

We provide reasonable accommodations for users who experience accessibility barriers. This includes:

- Alternative formats of digital content (e.g., plain text, large print, or accessible PDF)
- Telephone or email support for scheduling, troubleshooting, or service inquiries
- Staff training to assist customers with accessibility needs

- On-site support with adaptive tools or equipment where feasible

If you encounter accessibility barriers while using our website or services, we encourage you to contact us so we can provide appropriate assistance.

6. Feedback and Contact

Your feedback is invaluable in helping us improve accessibility. To report barriers, request accommodations, or provide suggestions:

Email: pixelpros@pixelpros.net

Phone: 254-658-2531

We strive to respond to all accessibility inquiries within **3 business days**.

7. Continuous Improvement

Pixel Pros is committed to regularly reviewing accessibility practices, updating technology, and training staff to ensure that our services remain accessible to all. We perform periodic audits of our website, software tools, and in-person services to identify and remediate potential accessibility barriers.

8. Third-Party Services

Our website or services may incorporate content, tools, or services from third-party providers. While we encourage accessibility compliance among these providers, Pixel Pros is not responsible for their accessibility. We will work with users to address accessibility challenges when third-party limitations are encountered.

9. Legal Compliance

This Accessibility Statement reflects our commitment to accessibility and is designed to align with applicable laws and regulations, including:

- Americans with Disabilities Act (ADA)
- Section 504 and Section 508 of the Rehabilitation Act
- State-specific accessibility requirements

Compliance is an ongoing goal, and we welcome input from our customers and accessibility advocates to help us achieve full accessibility.

Acknowledgment:

By using Pixel Pros services and website, you acknowledge that we are committed to accessibility, and you may request accommodations or provide feedback to improve your experience.