

Accessibility Statement — Vend

Accessibility at Vend

Our marketplaces — FINN, Tori, Blocket, DBA, Oikotie and Bilbasen — serve millions of people across the Nordics every day. We believe that buying, selling, and finding services online should be possible for everyone, regardless of ability.

We are committed to making our products accessible in accordance with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA — an internationally recognised standard that ensures websites and apps are usable by people with visual, auditory, motor, and cognitive disabilities. For our mobile applications, we apply the same WCAG principles and additionally reference EN 301 549, the European standard for ICT accessibility that covers native mobile applications.

Scope

This statement covers the websites and mobile applications operated by Vend's marketplaces: FINN.no, Tori.fi, Blocket.se, DBA.dk, Oikotie.fi and Bilbasen.dk. Vend and its marketplaces fall within the scope of the European Accessibility Act (EAA), which requires digital services to meet accessibility standards. The EAA applies to new products and services from June 28, 2025, with a transition period for existing services until June 28, 2030. Our individual marketplaces are also subject to national accessibility legislation in each Nordic country.

Conformance status

Our platforms are **partially conformant** with WCAG 2.1 Level AA. This means that while some parts of our services meet the standard, others do not yet fully conform. We are carrying out an accessibility programme, combining internal reviews based on shared design standards, accessibility training and independent testing, to identify and address remaining gaps. This section will be updated periodically. We are committed to meeting the requirements of the European Accessibility Act for our existing services by June 28, 2030.

Our approach

We are working to improve the accessibility of our digital services through a combination of external expertise and internal implementation:

- **Independent testing.** Our approach includes engaging external accessibility specialists to conduct periodic testing of our websites and mobile applications, combining automated checks with manual review and user testing with assistive technologies such as screen readers and keyboard navigation.

- **Structured remediation.** Findings from tests will be prioritised by severity and user impact, and integrated into our product teams' development cycles.
- **Training.** We build accessibility knowledge across our design and engineering teams so that accessible design is considered from the start.

Recent accessibility improvements

Examples of accessibility work completed across our platforms as of September 2026:

- **Customer support chatbots** — Rebuilt with keyboard navigation, screen reader compatibility, and proper focus management. Includes a dedicated accessibility flow for reporting barriers.
- **Accessibility case routing** — Customer support cases related to accessibility barriers are systematically forwarded to responsible product teams for resolution.
- **Frontpage item card redesign** — Updated to support 200% font scaling, screen reader support, and improved keyboard navigation.

This section is reviewed and updated annually.

Known limitations

We are transparent about the fact that our platforms are partially conformant with WCAG 2.1 AA today. As we complete our accessibility testing, we will publish specific non-conformities here, referenced to WCAG success criteria, along with our plans for addressing them.

In the meantime, if you encounter a barrier, our customer support chatbots (see below) include a dedicated accessibility flow to help you report the issue, and, where possible, find an alternative way to complete your task with help from Customer Support.

AI transparency and accessibility

Several of our marketplaces use AI-powered features such as automated translations, chatbot support, content suggestions, and search recommendations. We recognise that AI-generated content introduces specific accessibility considerations, both in how it is presented and in ensuring users understand when they are interacting with AI.

Our approach:

- **Disclosure.** When content on our platforms is generated or substantially modified by AI — such as translated listings or chatbot responses — we make this clear to users through labels, notices, and other indicators. AI transparency notices are designed to meet the same WCAG 2.1 AA standards as the rest of our interfaces, including sufficient colour contrast, readable text, and compatibility with assistive technologies.

- Accessible output. We work to ensure that AI-generated content maintains the same accessibility standards as human-authored content, including proper document structure and text alternatives for visual elements. AI-generated content is labelled visibly, so the label is available to assistive technologies.
- Human fallback. Where AI-powered interactions may not meet a user's needs — for example, if a chatbot cannot resolve an accessibility issue — we provide a path to human support.

As AI capabilities in our products evolve, we will update our accessibility practices and this statement accordingly.

Report an accessibility issue

If you experience a barrier on any of our marketplaces, we want to hear from you.

The quickest way to report an accessibility issue is through the **customer support chatbot** on each marketplace. Our chatbots include a dedicated accessibility flow that will ask relevant follow-up questions and ensure your case is reviewed by a specialist team. If the issue concerns a product feature, it will be forwarded to the responsible product team for resolution.

You can find the chatbot here for respective service:

- [FINN.no](#) — [Hjelpesenter](#)
- [Tori.fi](#) — [Helpcenter](#)
- [Blocket.se](#) — [Kontakta oss](#)
- [DBA.dk](#) — [Support](#)
- [Oikotie.fi](#) — [Helpcenter](#)
- [Bilbasen.dk](#) — [Support](#)

When reporting an issue, it helps if you can describe:

- Which website or app you were using
- What you were trying to do
- What went wrong or was difficult
- The device, browser, or assistive technology you were using (if applicable)

We aim to respond to accessibility-related enquiries within five working days.

Supervisory authorities

If you believe our services do not meet accessibility requirements, you have the right to report this to the national authority responsible for accessibility oversight in your country:

Country	Authority	Role
Sweden	Post- och telestyrelsen (PTS)	Supervises accessibility of digital services under Swedish law
Norway	Digitaliseringsdirektoratet (Digdir)	Supervises accessibility of digital services under Norwegian law
Finland	Finnish Transport and Communications Agency (Traficom)	Supervises accessibility of digital services under Finnish law
Denmark	Sikkerhedsstyrelsen	Supervises accessibility of digital services under Danish law

About this statement

This statement was published on October 12, 2026 and was last reviewed on October 12, 2026.

This statement applies to the websites and mobile applications of FINN.no, Tori.fi, Blocket.se, DBA.dk, Oikotie.fi and Bilbasen.dk, operated by Vend.

We review and update this statement at least annually, and whenever significant changes are made to our services or accessibility assessments are completed.

Vend is a Nordic marketplace group operating FINN.no, Tori.fi, Blocket.se, DBA.dk, Oikotie.fi and Bilbasen.dk.