

ACM's Phased Crackdown on Inaccessible E-Commerce Under the European Accessibility Act

Digital Inclusion · Good practice · Netherlands

Quality score: 92/100

Evidence strength: Strong

Summary

Since the EU Accessibility Act took effect in June 2025, Dutch regulator ACM has run a phased e-commerce rollout — voluntary then mandatory disclosure, audits from spring 2026 — while publicly admitting a 'very big gap' between industry and compliance.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-07

[Autoriteit Consument & Markt \(ACM\), the Netherlands](#) — accessed 2026-09-07

[ACM — Accessibility of e-commerce services and electronic communications services](#) — accessed 2026-09-07

[ACM — ACM calls on businesses to prepare themselves for new accessibility rules](#) — accessed 2026-09-07

[Deque — Early Signs of EAA Enforcement Across Europe](#) — accessed 2026-09-07

[Allyant — EAA Enforcement News: A Country-by-Country Look, Year One](#) — accessed 2026-09-07

Cite this — Evidoria. *ACM's Phased Crackdown on Inaccessible E-Commerce Under the European Accessibility Act*. Persistent ID: 80ad75b1-9400-4e23-95f5-ae825911144.